

# Service Level Agreement

Dynamicweb Cloud  
Valid from November 2017

## 1. Introduction

The Service Level Agreement (SLA) defines the services delivered with the Dynamicweb Cloud License. In the case of inconsistencies between this SLA and Dynamicweb License Terms or any other written agreement entered, the Dynamicweb License Terms constitute the contractual basis.

## 2. Service Desk contact details

Dynamicweb Service Desk is the Customer's Single Point of Contact (SPOC) for inquiries concerning the operating solution:

| Contact time                                                            | Contact By          | Contact info                                                                        |
|-------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------|
| Monday-Thursday: 8:30 a.m. – 4:30 p.m.<br>Friday: 8:30 a.m. – 3:00 p.m. | Telephone<br>E-mail | +45 70 25 20 92<br><a href="mailto:support@dynamicweb.dk">support@dynamicweb.dk</a> |
| Weekends/Non-business hours*                                            | Telephone           | +45 70 25 20 92                                                                     |

\*Service Desk is closed on Christmas Eve (24 December) and New Year's Eve (31 December).

Please be aware that all inquiries not related to hosting is invoiced when contacting Service Desk outside our opening time.

## 3. Access and uptime

Dynamicweb strives for an Uptime of 100%, but guarantees a minimum monthly Uptime of 99.5% within the system's or the service's Opening Time. Uptime and Opening Time are defined in section 7 with the following reservations for the calculation of Uptime:

- If the Customer has Administrator access to the system, Downtime attributable to the Customer's actions on the system is not included in the calculation of Uptime and will be invoiced based on time spent to restore.
- Downtime caused by (D)DoS attacks or Dynamicweb's necessary precautions in connection

## 4. Incident Management

Incidents are prioritized on the basis of a full assessment of the incident's Impact and Urgency.

| Priority     | Business Hours | Outside Business Hours | Impact and Urgency                                                            |
|--------------|----------------|------------------------|-------------------------------------------------------------------------------|
| 1 (Critical) | 15 minutes     | 30 minutes             | Quick solution is very critical and all users are affected                    |
| 2 (High)     | 2 hour         | 4 hour                 | A fast solution is important, but not very critical. More users are affected. |
| 3 (Normal)   | 8 hours        | 8 hours                | A solution is important. Few users are affected.                              |
| 4 (Low)      | 2 work days    | 2 work days            | The reported problem is not critical. One or very few users are affected.     |
| 5 (Request)  |                |                        | Depending on request and availability                                         |

Incidents are registered in Dynamicwebs case management system either on the basis of Dynamicweb monitoring system or when Dynamicweb is advised of an incident. The incident is then classified and prioritized, and procedures are initiated within the applicable reaction times.

If the solution of an incident requires availability of a representative of the Customer, Dynamicweb may reduce the prioritization of an incident if the Customer fails to make a representative available to the requisite extent.

#### 4.1 Incident reaction time

On the basis of an incident's priority, an Incident Reaction Time is allocated, within which a technician is guaranteed to commence remedial measures.

#### 4.2 Escalation

Customers can request a higher priority of a support ticket by contacting our Incident Manager at [incidentmanager@dynamicweb.dk](mailto:incidentmanager@dynamicweb.dk). Please include a description of why the problem is business critical to you.

### 5. Change Management

Requests for changes can be initiated by either Dynamicweb or our hosting partners. Planned changes of servers or services shall be made under Dynamicweb general guidelines for Change Management, irrespective of who initiates the request for changes.

#### 5.1 Changes to the general infrastructure

Changes to general infrastructure will be performed to secure the current and future stability of the systems operated. Servers and services can be partly or entirely inaccessible in service windows. Changes can be divided into three types:

- **Planned service windows**  
Dynamicweb has the right to hold planned service windows in connection with changes, updates and maintenance of equipment and systems on weekdays in the period 11:00 p.m. to 6:00 a.m. Dynamicweb will advise the Customer's primary contact person of the planned service window via e-mail. A minimum of seven (7) days of notice will be given.
- **Agreed service windows**  
Agreed service windows will be arranged when Dynamicweb and the Customer can agree on alternative days and times for performance of a request for changes. An agreed service window requires both Dynamicweb and the Customer's acceptance.
- **Emergency service window**  
If considerations of the Customer's or the data center's operating stability so require, Dynamicweb may exceptionally perform emergency maintenance on notice of one (1) hour. Dynamicweb will advise the Customer's primary contact person by e-mail in such cases.

#### 5.2 Patch Management

Dynamicweb and our hosting partner is responsible for performing patch management on the Operating System and software as an element in operations. Patch Management can be divided into three types:

- **Planned Patch Management**  
Planned patching of approved updates to the Operating System and software take place every Thursday from 3:00 a.m. to 6:00 a.m. CET. Separate advice of these updates is not given.
- **Agreed Patch Management**  
On prior acceptance from both Dynamicweb and the Customer, alternative patch times can be agreed, e.g. if a patch is released which solves a major problem and is therefore desired as quickly as possible.

- Emergency Patch Management  
If considerations of the Customer's or the data center's operating stability or security so require, Dynamicweb and our hosting partner may perform exceptional Emergency Patch Management on notice of one (1) hour. Dynamicweb will advise the Customer's primary contact person by e-mail in such cases.

## 6. Backup and restore

### 6.1 Backup frequency and retention

All servers are backed up once a day. The backup is made to another physical location and kept for 14 days. Backups are normally made in the period 10:00 p.m. – 6:00 a.m., but they may exceptionally be initiated 24x7 if necessary to be able to guarantee regeneration of files.

### 6.2 Regeneration of files

If required, Dynamicweb regenerates files from the backup system as agreed with the Customer. Database backups are not available as downloads by default, but can be provided contacting Dynamicweb support. Restore is dependent on your needs, requirements and database size and will be handled on a case by case basis. A restore usually takes just a few minutes to complete but is dependent on database and files folder size. This service is invoiced as per time spent, as a minimum of 15 minutes. Individual files are regenerated within a maximum reaction time of four hours.

## 7. Definitions

Dynamicweb uses the following abbreviations and definitions:

*Change*: A planned and approved event which changes a service or a system.

*(D)DoS*: Abbreviation for (Distributed) Denial of Service. A *(D)DoS* attack is a security event, the object of which is to render one or more servers or network services inaccessible to the legitimate users. It is thus not a *(D)DoS* if many legitimate users of the system make it unavailable. A *(D)DoS* attack can usually be identified on the basis of the traffic, which clearly indicates that it is not production traffic.

*Downtime*: The time a service or a system is inaccessible within *the Opening Time*.

*Uptime*: Specifies the percentage relationship between the time the service or system has been accessible in *the Opening Time* relative to *the Opening Time*, and is calculated per calendar month:

$$Uptime \% = \frac{Opening\ Time - Downtime}{Opening\ Time} * 100\%$$

*Patch*: A software update for e.g. an operating system, an application or a firmware. A Patch normally fixes an error or a security hole in the software.

*Service Window*: An agreed time where changes, patches etc. can be implemented with minimal disturbance to the systems.

*Opening Time*: The time for which it is agreed that a service or a system will be accessible, minus *Service Windows*.