

# SLA, LoopiaVPS

The server is monitored around the clock with an automatic alarm that is sent to technicians who are on stand-by.

In the event of a fault report where the fault is not within Loopia's area of responsibility, we will charge SEK 1,499 (incl. VAT) per hour or part thereof.

Loopia endeavours to ensure that the Internet connection and the hardware always work correctly, and should downtime occur as a result of a fault with the Internet connection or the hardware then compensation will be paid by way of an extension of the subscription period by the same amount of time as the duration of the downtime.

Loopia undertakes to provide information via email or our websites regarding planned maintenance of networks and systems applicable to the service. This information shall be made available no later than two days prior to the planned start of the maintenance.

Planned maintenance is not counted as downtime.

In the event of downtime of the service, compensation will be paid in accordance with the table below, provided the customer has contacted us in writing within 30 days of the correction of the fault. Compensation can only be paid if the customer has made full payment of all invoices for the services provided by Loopia, and Loopia's General Terms & Conditions for the services shall always be followed.

Compensation for downtime in respect of the Internet connection, infrastructure or hardware cannot be combined. Compensation is based on the actual downtime experienced by the user of the service.

This compensation cannot be combined with any other compensation. Compensation can in no way be combined with other forms of warranty.

The highest possible level of compensation is 100% of the time that the service has not been available, and the compensation payable can never exceed this value. Compensation does not apply in relation to disruptions to the customer's applications.

Warranties do not apply in the event of other forms of disruption such as, for example, problems with the operating system, software or code that can cause downtime. Nor do the warranties apply in relation to disruptions that are beyond Loopia's control, for example problems with other service providers that result in the service not being available to all users.

	<b>8am-10pm weekdays, 11am-3pm weekends and 8am-4pm on the day before a bank holiday</b>	<b>Other times</b>
Response time (maximum time until commencement of troubleshooting after fault report)	60 minutes	No
Support	Yes	No
Fault report	Yes	No
Active corrective measure attempt - hardware	Yes	Yes
Active corrective measure attempt - virtual server	No	No

<b>Monthly uptime less than</b>	<b>Fault exceeding</b>		<b>Reduction in monthly fee</b>
%	min	h	%
99,93	32	0,53	5
99,85	64	1,07	10
99,70	128	2,13	20
98,81	512	8,53	40
95,26	2048	34,13	50
90,52	4096	68,27	100