

# Service level agreement

in English



## Purpose

The purpose of this service level agreement (SLA) is to make qualitative and quantitative agreements regarding network management.

Written by	Wouter Zijlstra
On date	10/04/2025
Version	1.2

## Duration of the SLA

Upon signing of the offer for the specified time frame this SLA takes into effect. This SLA is only valid during the time specified in the attached offer. This SLA is automatically renewed by one month after it ends. After renewal the cancellation period the SLA ends is one month.

## Uptime

We guarantee an uptime of 99.8% yearly during service hours, not including maintenance windows.

## Force Majeure

In case of force majeure as art. 75 boek 6 Burgerlijk Wetboek: Greatwaves cannot be held responsible. This includes power outages, flooding, storms, acts of god.

## Changes in the SLA

Greatwaves has the right to unilaterally change the contents of this SLA on a monthly basis. Changes will be announced a calendar month ahead of time, if a customer is not in agreement with the changes in this SLA, they are free to end this SLA at the end of the month after the announcement was made.

## Scope of the SLA

The scope of the SLA from Greatwaves is limited only to network equipment that was installed and delivered by Greatwaves. This SLA does not cover hardware or software by other parties. The scope is always stated in the offer presented to the client and in the monthly invoice. Any device that is not stated in the scope is simply put: out of scope.

## Reporting

All the defined services are reported in the Greatwaves dashboard at

<https://nms.greatwaves.nl>

## Services

Technical support	Used for connection issues, wifi-issues, bad signal, coverage issues, unstable connections.
Incident management	Used for disruptions of the internet connection to and from devices both wired and wireless.
Software updates	Used to keep the hardware up-to-date and improve speed, stability and reliability, also to solve issues / bugs.
Security updates	Used to keep the hardware safe and secure.
Hardware replacement	Used to replace defective hardware.
Monitoring	Used to measure the networks performance and report this continuously. Acts as the data source for incident management.
ISP communication	Communication with the ISP of the customer.

## Technical support

Indicator	Description	Norm	Responsible	Reporting
Ticket opened	Monday to Friday from 09:00 till 17:00 by e-mail or phone (050 211 2469 or 020 244 25 14)	Response within 1 workday, fair use policy applies	Greatwaves team	In dashboard

### Incident management

Indicator	Description	Norm	Responsible	Reporting
Ticket opened	Monday to Friday from 09:00 till 17:00 automatic incident management from our dashboard or phone (050 211 2469 or 020 244 25 14)	Response within <5 minutes on average	Greatwaves team	In dashboard, updates can be sent through SMS

### Software updates

Indicator	Description	Norm	Responsible	Reporting
Software update required	Outside business-hours Automatic software update	On average once every quarter, unless we chose otherwise. We only upgrade the software if there are valid reasons to do so. We chose these reasons by testing out every firmware release and checking if this results in an improvement of quality, stability and speed	Greatwaves team	In dashboard
	Manual software update through remote management software	When necessary, we can initiate a manual software update to solve a bug/issue at a customer site. This can either be done remotely or on site. During business hours this will only be done upon approval of the customer.	Greatwaves team	In dashboard

### Security updates

Indicator	Description	Norm	Responsible	Reporting
Security update required	Outside business-hours Automatic software update	Within 24 upon announcement of the security leak	Greatwaves team	In dashboard & through e-mail
	Outside business-hours  Manual software update through remote management software	Within 24 upon announcement of the security leak	Greatwaves team	In dashboard & through e-mail

### Hardware replacement in warranty

Indicator	Description	Norm	Responsible	Reporting
Hardware defect caused by normal wear and usage not including damages and power shortage	Replacement of hardware from stock of critical hardware (firewall / switch)	Same business day cost free replacement including labor and travel cost	Greatwaves team	In dashboard & through e-mail
	Replacement of hardware from stock of non-critical hardware (access points)	Next business day free replacement including labour and travel cost	Greatwaves team	In dashboard & through e-mail

#### Hardware replacement out of warranty

Indicator	Description	Norm	Responsible	Reporting
Hardware defect caused by normal wear and usage not including damages and power shortage	Replacement of hardware from stock of critical hardware (firewall / switch)	Same day replacement with hardware cost, free labour and travel cost upon agreement of customer	Greatwaves team	In dashboard & through e-mail
	Replacement of hardware from stock of non-critical hardware (access points)	Next business day replacement with hardware cost, free labour and travel cost upon agreement of customer	Greatwaves team	In dashboard & through e-mail

#### Hardware replacement out of warranty and not covered by SLA

Indicator	Description	Norm	Responsible	Reporting
Hardware defect caused by damages, power shortages, water leakage and theft, not conforming to minimum requirements of the SER	Replacement of hardware from stock of critical hardware (firewall / switch)	Same day replacement with hardware cost, with labour and travel cost (€100,- ex VAT + 19ct/km) upon agreement of customer	Greatwaves team	In dashboard & through e-mail
	Replacement of hardware from stock of non-critical hardware (access points)	Next business day replacement with hardware cost, with labour and travel cost (€100,- ex vat + 19ct/km) upon agreement of customer	Greatwaves team	In dashboard & through e-mail

## Monitoring

Indicator	Description	Norm	Responsible	Reporting
Uptime, latency, packet loss, temperature, CPU load, active clients, memory usage, bandwidth, flood ping, external ping, syslog, error messages	24/7	-	Greatwaves team	In dashboard & through e-mail

## Life expectancy of hardware

Greatwaves recommends replacement of hardware after a certain period to ensure reliability and to prevent technical deterioration.

Hardware	Replacement period
Firewalls	Every 5 years
Switches	Every 5 years
Access points	Every 3 years

## Minimum SER requirements

To be able to guarantee working order of the equipment these conditions should be met at all times

- Humidity, maximum 90%, not condensed
- Environment temperature: minimum 5 degrees Celsius, maximum 35 degrees Celsius.
- Electricity: mains voltage 240V (+/- 6%), 16 amps, protected group with clean ground (NEN1010).

## ISP Communication

Greatwaves is not the ISP of the customer, but only handles the communication with the IPS(s) of the customer. Greatwaves has an extensive partner network which ensures faster incident resolution through ISP partner channels with faster routes to third tier support. Our dashboard monitors the ISP's connection and alerts when a primary, secondary or tertiary internet has issues. In case of an incident Greatwaves is your primary contact person. We will make sure the ISP is notified of the disruption with relevant technical information.

This SLA does not overlap or covers any parts of the SLA of the relationship between the customer and ISP(s).

#### Penalty clause

If the SLA is not met by fault of Greatwaves and this leads to an additional recovery time, customer has the right to request a one time payback of 20% of the monthly cost of the SLA. Customer will give Greatwaves formal notice of this request and a timely warning beforehand.