



Integration Microservice for AS2: Service Level Agreement

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1. Introduction

This Service Level Agreement (SLA) outlines the support services for Integration Microservice AS2 hosted in the customer's Microsoft Azure environment. This SLA ensures availability, stability, and timely support for critical operations involving AS2 communications.

2. Scope of Support

- Troubleshooting of configuration and connectivity issues related to the Azure resources hosting AS2 service.
- Incident management for issues reported by the customer.
- Consultation on best practices for maintaining AS2 operations and certificate management.
- Testing and validation of configuration changes within the customers test environment.

3. Conditions of service

- It is the customer's responsibility to ensure successful testing of configuration changes in the test environment before implementing them in production, minimizing production impact and facilitating efficient support.
- No deployment to the production environments underlying docker container registry will occur without a formal request from the customer.

4. Service Packages

A. Standard 5-Hour Support Package

- **Monthly Allocation:** 5 support hours included per month.
- **Response Time:** within 24h for non-emergency request
- **Rate:** \$150 per hour for additional hours beyond the included 5 hours.
- **Support Channels:** Email and Microsoft Teams.
- **Price:** 750\$ per Month

B. 10-Hour Monthly Support Package

- **Monthly Allocation:** 10 support hours included.
- **Response Time:** within 24h for non-emergency request
- **Rate:** \$150 per hour for additional hours beyond the included 10 hours.
- **Support Channels:** Email and Microsoft Teams
- **Price:** 1500\$ per Month

C. Emergency Support

- **Availability:** Immediate support for critical issues, available 24/7, including weekends and holidays.
- **Rate:** \$200 per hour for all emergency support services.
- **Emergency Support hours are not included in monthly allocations.**
- **Scope:** Emergency support includes rapid incident response and prioritization, with the aim to stabilize the service as quickly as possible.
- **Condition:** Available for customers of 5h or 10h Support Package. This ensures that the service provider can prioritize these clients and allocate resources accordingly.

6. Billing and Payment Terms

- **5-Hour and 10-Hour Packages:** Billed monthly, including allocated hours.
- **Additional Hours:** Any support required beyond the allocated package hours will be billed at the hourly rate specified for each package.
 - **Basic Support Rate:** \$150 per hour for the 24-hour response time.
 - **Emergency Support Rate:** \$200 per hour for immediate response.
- **Unused Hours:** Any unused hours within a given month will not roll over to the next month and will be forfeited.

7. Exclusions

The SLA does not cover:

- Configuration of unrelated software or Azure environment maintenance.
- Support for software or systems outside the Integration Microservice AS2 service.
- Incidents arising from non-compliance with recommended as2 configurations, security standards, or untested changes directly applied in the production environment without prior testing.

8. Modification and Termination

This SLA may be reviewed annually or adjusted based on mutual agreement. Either party may terminate this SLA with a 30-day written notice.