

**Service Level Agreement
Annex Support**

1. Support
 - 1.1. Support applies to the service that it was ordered for and includes help when CUSTOMER has hardware issues, network issues or requires remote hands.
 - 1.2. Support does not apply to software specific support. If support on software is required customer may order a Managed Server Package.

2. Packages
 - 2.1. NE offers several support packages. We have 3 levels of support besides our standard best effort support that will give your issue more priority.
 - 2.1.1. Within 24 hours
Support will be carried out as soon as possible but at latest an engineer will attend to your support within 24 hours.
 - 2.1.2. Within 12 hours
Support will be carried out as soon as possible but at latest an engineer will attend to your support within 12 hours.
 - 2.1.3. Within 3 hours
Support will be carried out as soon as possible but at latest an engineer will attend to your support within 3 hours.
3. All packages include 1 hour of priority support per month.
4. All packages includes unlimited of best effort support at no cost.

5. Additional fees
 - 5.1. Additional time that falls out of the included support hours will be charged per 30 minutes at a rate of 50 euro per 30 minutes.