

SLA pricing

SLA Level	contains	Response time within a maximum of	Technician on site within maximum of	working hours	price	SLA price (price for availability price/month)
1	Support and works on site for Clients/Server/network If the support is not been planned then we have a response time of max. 2 hours and a technician will be on site within max. 4 hours after the support call	2	4	08.00 - 12.00 13.00 - 18.00	SFr. 180.00	SFr. 200.00
2	Support with after working hours We offer a response time of 2 hour up to 22.00 Technician will be within a max. of 4 hours on site up to 22.00 if occurrence is known before 18.00	2	4	08.00 - 12.00 13.00 - 22.00	SFr. 225.00	SFr. 480.00
3	Support during weekend Saturday/Sunday If the support is not been planned then we have a response time of max. 3 hours and a technician will be on site within max. 6 hours after the support call	3	6	08.00 - 12.00 13.00 - 22.00	SFr. 240.00	SFr. 900.00

This is a example of the workflow with a occurrence

