



vBoxx SLA Packs	Best-Effort	SLA 3	SLA 5
Installation costs	€ 0,-	€ 0,-	€ 0,-
Monthly costs	€ 0,-	€ 125,-	€ 175,-
Server Maintenance	no	no	yes
Weekly Backup	no	yes	yes
Daily Backup	no	no	yes
Remote-hands hours	-	2 hours	3 hours
Uptime guarantee	98.75%	98.99%	99.50%
During office hours	8 hours	4 hours	2 hours
Outside office hours	-	-	4 hours
Fallback NS	no	no	yes
Fallback MX	no	yes	yes
Alarm number	no	yes	yes
Monitoring	no	yes	yes
Invoice period	-	1 month	1 month
Contract period	-	12 months	12 months