

Service Level Agreement

Introduction

This document contains the Service Level Agreement (“SLA”) of Bedrijf X B.V., having its place of business at Adres 123 in Amsterdam, registered in the Chamber of Commerce under number 12345678 (hereafter: “Bedrijf X”) for Product X and Service Y (hereafter: “the Services”).

The purpose of this SLA is to specify the service level for the Services. This is achieved by specifying performance standards, as well as the consequences in the event these standards would not be met.

The SLA enters into force on the date of delivery of the Services and will stay in effect for as long as the Services are supplied to the customer.

Service level

The following elements determine the service level of the Services and are covered by this SLA.

- Implementation
- Updates
- Training
- Customer support
- Change management
- Report

Implementation

Bedrijf X shall provide support concerning the implementation of the Services within the organisation of the customer. The following is included:

- Installation of software on equipment at the customer's location
- Granting usage rights to authorized users

The period during which the implementation services are delivered will not be longer than five days.

The customer will be notified when the implementation has been completed. The customer will have two weeks to check if everything works properly. If there are no remarks within two weeks, the Service will be seen as accepted.

Updates

Updates are rolled out as often as we can and find necessary.

Training

When Bedrijf X requires training, this can be requested via

- The website
- Email

Training can be provided at our own location.

Training sessions can be planned for a daypart.

The following is included in the training session:

- Study material
- Coffee, water and softdrinks
- Lunch

If a scheduled training session is cancelled by the customer, this does not affect the obligation of the customer to pay for the training.