Service Level Agreement

Service time 1: at 08:00-17:00
PI = Permitted Interruptions is 4 hours
Availability refers to interruptions and disturbances that make the Service unusable.

Examples of disturbances and interruptions:
- Vulnerability scanning not performed.
- The whole or a part of the platform is not accessible.

In the event of an interruption, users must report this to Safestate (support@safestate.com)

Availability during one (1) natural month:
- Monthly fee reduction: less than 98%, 10%
- Response rate 90% within 24 hours. If this is not met, a price deduction of 5%.

Support

The support is open according to Service Time 1, weekdays, at 08.00 - 17.00. Support is closed on weekends and bank holidays. The support is free when it comes to questions about functions in the system. Questions regarding the results (e.g. scanning or how different solutions should be implemented to address vulnerabilities) please see external price list. Any exceptions are announced at least three (3) days in advance.

Other

The Supplier (Safestate) takes no responsibility for disturbances related to scans performed by the Service. Examples of disruptions are e.g., systems and services that become inaccessible, slow or stop working. The supplier also takes no responsibility for indirect damage related to this type of problem, such as reduced production, reduced sales, reduced profit, or badwill. The service is not available Fridays 17:00 to Saturdays 12:00 when updates of the service or general maintenance are planned.

The customer is responsible for using the tool only for systems and information belonging to the customer. The Supplier strives to keep its systems as up to date as possible to find vulnerabilities, and that the information related to vulnerabilities, such as information about patches, is as comprehensive as possible, but at the same time the Supplier does not promise to detect all vulnerabilities or that comprehensive information is available.