

Service Level Agreement Overview

SLA / Availability / Support

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Overview of availability, response-time and escalation model for managed services.

1. Scope

This SLA overview describes the general availability, support and escalation approach for OpenDucks IT services. Binding SLA commitments only apply where explicitly agreed in an offer, contract or product-specific SLA.

2. Availability

Availability targets depend on the selected service, infrastructure provider, support plan and customer configuration. Unless expressly agreed otherwise, availability values are targets and not guaranteed credits.

Scheduled maintenance, emergency maintenance, customer-caused incidents, force majeure, third-party outages and excluded events are not counted as provider-caused downtime.

3. Support Priorities

Priority 1: critical production outage or severe security incident. Priority 2: major degradation affecting important workflows. Priority 3: standard issue or non-critical malfunction. Priority 4: request, question or planned change.

Response times are initial response targets and do not guarantee resolution within the same period.

4. Customer Duties

Customers must provide logs, timestamps, screenshots, affected systems, reproduction steps and access where required. Missing information can delay diagnosis and response.

5. Escalation

OpenDucks IT may escalate incidents internally or to infrastructure, software or payment providers where needed. Customers should use the agreed support channel for urgent issues.

Kontakt

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