

TimeTrack SLA

TimeTrack / Managed Instance SLA

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Availability and support levels for managed TimeTrack instances.

1. Scope

This SLA applies to managed TimeTrack instances operated by OpenDucks IT where the customer has booked a managed hosting or support plan.

2. Availability Target

Unless otherwise agreed, OpenDucks IT targets commercially reasonable monthly availability for the managed TimeTrack application. The target excludes scheduled maintenance, emergency security work, customer-caused issues, third-party outages and force majeure.

3. Support

Critical production outages are prioritised over functional questions, minor bugs and change requests. Response targets depend on the selected support plan and agreed service hours.

4. Backups

Backup scope and retention depend on the customer's plan. Restore requests are handled according to technical feasibility and may require confirmation to prevent accidental data loss.

5. Customer Responsibilities

The customer is responsible for user management, lawful use, correct time tracking processes, internal approvals and timely reporting of incidents.

Kontakt

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