



Attachment 1 to IdSurvey OnCloud General Terms and Conditions

Service Level Agreements

Support	
Dedicated Support Area	Guaranteed response within 48 hours (effective average: less than 1 working hour).
IdSurvey	
Annual availability rate	99,8%
Cloud infrastructure	
Annual availability rate	99.9%
Server Host Cloud Replacement	Guaranteed delivery in less than 45 minutes
Cloud Infrastructure Monitoring	Cloud infrastructures are kept constantly under control, 24/7. Any hardware malfunction detected on the services automatically triggers intervention by the teams in the data center, which provide to replace defective elements.
Backup	
db	Every 24h
Files	Every 24h
Files	Every 8 hours in local
Snapshot VM	Every 12 hours in local