



# Rock-Solid 99,9% Uptime Guarantee

Ecerium has a solid commitment to providing you with the very best service – that’s why we can offer you a straightforward and rock-solid 99,9% Uptime Guarantee!

## How it works

If you are unable to send SMS messages using our gateway as a result of a failure in our systems and for reasons other than previously announced scheduled maintenance, coding or configuration errors on your part, we’ll issue you a credit or refund according to the Rebate Schedule:

Uptime (Monthly %)	Rebate Schedule
<100	5%
<99	10%
<98	25%
<97	50%
<96	75%
<95	100%

Where the SLA is defined by the number of whole minutes a service is not available for rounded to the nearest whole minute and calculated against the number of minutes in a 30 day calendar month, converted to a percentage of uptime.

Only customers that report a problem are eligible for a rebate. The calculation for downtime will start from the minute the system went down.

This SLA on the service is backed by either an account credit or refund depending on the length of downtime experienced by the customer up to a maximum of €125 or equivalent.



# Technical Support

Ecerium will provide Customers access to a technical support knowledge base 24 hours a day, 7 days a week.

Customers can contact our service desk during Belgian working hours (Mo- Fr 9AM – 17PM). Ecerium endeavours to provide a personal response to all queries, however Customers may be contacted via email.

The level of urgency is determined in agreement by the client and Ecerium. Response times are outlined below.

## Urgent Issues

*For example, message delivery is affected.*

Ecerium will take action within 2 business hours and respond to the client within 4 business hours.

## Non-Urgent Issues

*For example, need assistance with API integration.*

Ecerium will take action and respond to the client within 8 standard business hours.

# Maintenance

## Scheduled Maintenance

Ecerium does not perform any regular scheduled maintenance. In the rare event that maintenance is scheduled, it will be listed on our status page <https://twitter.com/eceriumofficial> 7 days before the scheduled date. You can subscribe to updates on this page.

## Unscheduled Maintenance

In the rare event of unscheduled maintenance, our status page (see above) will be updated with as much notice as possible.

