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Your Business Growth Partner

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SLA Sonija Cloud – EN version

Partnership with Sonija Cloud
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1. Bronze - PLN 10,300 net/yr.

    a. 5 rbh/msc service -> 60 rbh/yr + 10rbh phone/email consultation

    b. Contract duration 12 msc

    c. Availability on working days Mon-Fri from 9:00 am to 6:00 pm

    d. Response time to the request -> 1 working day

    e. Time to take action -> up to 2 working days

    f. Prioritization of requests

        i. Low

        ii. Medium

    g. PLN 170 - cost of one service hour

    h. PLN 10 - cost of one hour of consultation

2. Silver - PLN 19,350 net/yr

    a. 10 rbh/msc service -> 120rbh/yr + 15rbh phone/email consultation

    b. Access to the application portal

    c. Contract term of 12 msc

    d. Availability on working days Mon-Fri from 9:00 am to 6:00 pm

    e. Response time to the request -> up to 12 rbh

f. Time to take action -> up to 1 working day

    g. Prioritization of requests

        i. Low

        ii. Medium

        iii. High

    h. PLN 160 - cost of one service hour

    i. PLN 10 - cost of one hour of consultation

3. Gold - 30600 PLN net/yr

    a. 17rbh/msc service -> 204rbh/yr + 15rbh phone/email consultation

    b. Access to the application portal

    c. Dedicated service supervisor

    d. Ability to register failures by phone

e. One service window per month (Dialog Tech)

f. Availability on weekdays Mon-Fri from 8:00 am to 8:00 pm and Saturday from 8:00 am to 11:00 am

g. Response time to a request -> up to 6rbh (critical up to 2rbh)

h. Time to take action -> up to 8rbh (critical up to 3rbh)

i. Prioritization of notifications

      i. Low

      ii. Medium

      iii. High

      iv. Critical

j. One organizational meeting per year at client site

k. PLN 150 - cost of one service hour

l. Cost of included 15 hours of consultation = 0 PLN

4. Platinum - PLN 36,000 net/yr

a. 20rbh/msc service -> 240rbh/yr + 17rbh phone/email consultation

b. Access to the application portal

c. Dedicated service supervisor

d. Ability to register failures by phone

e. Dedicated programming supervisor

f. Three service windows per month (Dialog Tech)

g. Availability on weekdays Mon-Fri from 8:00 am to 10:00 pm and Saturday and Sunday from 7:00 am to 12:00 pm

h. Request response time -> up to 2rbh (critical up to 1rbh)

i. Time to take action -> up to 2rbh

j. Prioritization of requests

      i. Low

      ii. Medium

      iii. High

      iv. Critical

k. Hardware and security audit -> 1 business day at customer site

l. Three organizational meetings per year at client site

m. 150 PLN - cost of one service hour

n. The cost of the included 17 hours of consultation = 0 zł.

5. Package bronze - malfunctions / defects / problems reported only by e-mail or using consultation hours

6. Service hours in bronze/silver packages do not transfer to the next service contract

7. Service hours in gold package, are transferred to the next service contract according to the formula: (X/3)+2

8. Service hours in the Platinum package, carry over to the next service contract according to the formula: (X*0,85)+2

(9) Consulting hours do not carry over to the next service contract in any package.

10. The cost of one service hour outside the packages: 210 PLN net

11. Cost of one hour of consultation outside of packages: 90 PLN net

12. In the case of bronze/silver packages when the customer wants to buy additional service hours, he/she pays 100% of the price of one package hour

13. In the case of gold package, when a customer wants to buy additional service hours, pays 90% of the price of one package hour

14. For Platinum package, when the customer wants to buy additional service hours, pays 75% of the price of one package hour

15) Discounts from points 12 and 13 apply to the purchase of additional hours up to 10 rbh for the Gold package and 20 for the Platinum package, additional hours beyond this amount, pay 100% of the price of one package hour.

16. In addition, each package requires an additional fee of 5000 PLN net/yr as service availability fee

For more detailed information on establishing cooperation, settling packages, training on, for example, using the application portal and explanation of individual points of a given SLA package, please contact us via the contact form, by phone or by e-mail at contact@sonija.cloud