

ANEXO No.06

ACUERDOS DE NIVELES DE SERVICIO

El oferente se compromete a soportar la solución de acuerdo con los siguientes tiempos:

- Cumplir con los SLA establecidos en la pagina oficial del fabricante.
<https://wso2.com/licenses/support-policy/5.6/>

| Support Service Levels | | | |
|------------------------------------|-------------------------------|---------------|--------------------|
| Hours of coverage | 24x7x365 | | |
| Incidents | P1 | P2 | P3 |
| Target Response Time | 1 hour | 4 hours | 6 hours |
| Target Workaround Time | 24 hours | 48 hours | 72 hours |
| Target Resolution Time | 48 hours | 72 hours | 1 Business Week |
| Support Case Limits | no limit | no limit | no limit |
| Queries | | | |
| Target Response Time | 1 Business Day | | |
| Target Resolution Time | best efforts | | |
| Support Case Limits | up to the Query Support Limit | | |
| Hosting Incidents | P1 | P2 | P3 |
| Target Response Time | 15 minutes | 90 minutes | 8 hours |
| Target Workaround Time | 4 hours | 24 hours | 72 hours |
| Target Resolution Time | 48 hours | 72 hours | 1 Business Week |
| Status Update Frequency | every 4 hours | every 8 hours | every Business Day |
| Escalation | 8 hours | | |
| Support Case Limits | no limit | no limit | no limit |
| Hosting Tasks & Queries | | | |
| Target Response Time | 1 Business Day | | |
| Target Resolution Time | best efforts | | |
| Support Case Limits | unlimited | | |

- WSO2 proporcionará siempre soluciones preventivas y correctivas para mantener la aplicación del medio ambiente, y se acordará un plazo de entrega (updates).

EL PROPONENTE