

ProVide Commercial Priority Support and Development SLA

ProVide is developed by Västgöta-Data AB (org. nr. 556711-3302), a Swedish IT consultant company. We're offering comprehensive support and customization for users with specific needs and support requirements.

ProVide Commercial Priority Support provides your company with priority e-mail and phone support in a cost effective manner. Optionally, we offer response time agreements for customers using ProVide service in business critical applications.

By experience; customized configurations, security/firewall configurations as well as monitoring service availability are paramount for business critical applications and our support team are ready to help.

- Basic license cost according to current Share-It base license price list (available online from our [product homepage](#)) for new licenses to be included in SLA.
- Without explicit notice of termination at least three (3) months in advance the current SLA is automatically renewed for an additional year.
- 2% of the base license cost each year for basic support availability per month; local Swedish time 08:00 – 17:00, regular working days (i.e. excluding any local holidays in Sweden) with a response time within 4 regular working hours.
- 10% of the base license cost each year for extended support availability per month; local Swedish time 07:00 – 18:00, regular working days (i.e. excluding any local holidays in Sweden) with a response time within 2 regular support hours.

All license and support fees are invoiced annually in advance and any extra support hours purchased are invoiced monthly in arrears.

Our permanent home base is Skövde, Sweden with regular office hours local Swedish time 08:00 – 17:00.

All other aspects of this agreement is regulated according to “General Terms and Conditions, IT Services” (available upon request from [Västgöta-Data AB](#)), with the following change:

§ 15.2 In the unlikely event of a dispute all parties agree to try for 60 days to resolve it informally. If we can't, any disputes shall be settled in the general courts of Sweden.

Note:

- The SLA is a current agreement. Denunciation also terminates the licenses of ProVide.

For further information of services included in ProVide Commercial Priority Support and prices please contact us by mail support@provideserver.com or telephone +46(0) 500 44 89 97.