



# Service Agreement Virtual Hosting.

**Between**

Company name:  
Street, No. or POBox:  
Postal code:  
City:  
Hereinafter referred to as the "Customer"

**and**

Ziggo Zakelijk Services B.V.  
Kabelweg 51  
1014BA Amsterdam  
Hereinafter referred to as 'Ziggo'

## Definitions:

**Intervention Topic:**

Activities that are mentioned in the Intervention Topic List Addendum of this Service Agreement.

**Occurrence:**

An event or deviation from the service that leads to a Support Ticket

**Order form:**

part of the contract that states the pricing of the service that the Customer agreed to obtain from Ziggo Service Agreement: part of the contract that describes the service and the service levels that Ziggo is committed to deliver.

**Service Credits:**

Credits that are obtained in advance which the Customer can use to have Ziggo perform certain activities that are not included in the regular service.

**Service level Agreement:**

The agreement which forms part of the contract and which outlines the level of service to be provided.

**Support Ticket:**

A record logged by support representatives of Ziggo into a helpdesk management application system in response to Customer support calls.



**It is agreed as follows:**

Ziggo undertakes to provide the Customer with the Services as stipulated in the Contract. The Customer acknowledges that it is aware of the terms of the Contract. The Contract comprises: the General Terms and Conditions (Algemene Voorwaarden and Aanvullende Voorwaarden Cloud Services); this Service Agreement and the service-specific provisions hereof, which supplement the General Terms and Conditions; the Service Level Agreement and the Order Form. Ziggo and the Customer are also each referred to as a 'Party', and together as the 'Parties'. The General Terms and Conditions may also be consulted on website: [ziggozakelijk.nl/cloudservices](http://ziggozakelijk.nl/cloudservices) The Customer accepts the provisions of the Contract.

## 1 Description of Virtual Hosting

Virtual Hosting Services are the Dynamic Cloud Services described hereunder:

**• Dynamic Cloud:**

Public Cloud infrastructure. Customers can create virtual servers in the Dynamic Cloud using control panels ("MyAccount"). The Dynamic Cloud uses a usage-based billing mechanism.

## 2 Service-specific provisions

### 2.1 Data centre Services

Ziggo uses rackspace in these datacenters for the virtualservers:

- Datacenter Ghent: Antwerpse Steenweg 19, 9080 Lochristi, Belgium.
- Datacenter Mechelen : Liersesteenweg 4, 2800 Mechelen, Belgium. Alternatively a third datacenter is used: LCL, Kouterveldstraat 13, 1831 Diegem, Belgium.

The datacenters are equipped with:

- UPS (Universal Power Supply)
- Power generator (diesel)
- Air conditioning
- Temperature control
- Intrusion alarm system
- Closed Circuit TV system
- Controlled entrance
- Fire detection
- Fire suppression (gas)

### 2.2 Network Services

#### 2.2.1 Internet Access Services

Ziggo has implemented the BGP4 protocol in its datacenters for the IP space to ensure that the "shortest route" is used to route traffic to users, even if one of the connections to the internet is not available. The three datacenters are interconnected through redundant fibers (Type 7, completely redundant with fully separated routing). Ziggo has peering and transit agreements with several national and international internet providers. The total available bandwidth to the internet exceeds 3 Gbit/s.



### 2.2.2 Bandwidth

Each virtual server has bandwidth with a bursting capacity up to 10 Mbit/s. This means that the speed (Mbit/s) is optimal, even when a high number of competing users are visiting the websites and web applications on the server.

There are 3 types of bandwidth:

- Based on data traffic (most commonly used)
- Based on guaranteed bandwidth for a server
- Based on bandwidth for a subnet

#### Based on data traffic

Each server has a certain monthly volume of data traffic (20, 50, 100, 200, 250, 500 or 1000 GB per month depending on the server plan). The data traffic is measured starting at the first of each calendar month until the last day of the month and is the sum of all (up and down) network traffic that passes through the network card and with a correction factor of 0,95. If the server uses additional data traffic above the allowed monthly data traffic, the Customer will be billed for the additional usage in packages of 10 GB.

#### Based on a guaranteed bandwidth for a server

The Customer can upgrade its server with a guaranteed bandwidth. The server can burst up to twice the guaranteed bandwidth with a minimum of 10 Mbit/s for virtual servers. The bandwidth will have a higher priority (priority 4) to make sure that the Customer can use all the bandwidth it needs. The Customer will not be charged in function of data volume. The bandwidth is calculated with the 95 percentile method (discarding the top 5% of the samples) and per calendar month. If the server uses more than included in the Customer subscription, the Customer can:

- Extend its subscription with additional bandwidth per extra 1 Mbit/s. The Ziggo sales representative needs to be contacted for the pricing.
- Choose to be billed per month for the excessive bandwidth. The price that will be used is the standard pricing + 20%.

#### Based on a bandwidth for a subnet

You can also opt for a bandwidth for a group of servers isolated in a dedicated subnet. All servers in the subnet must use this calculation method since the bandwidth is measured on the firewall interface. The calculation method is the same as in paragraph "Based on a guaranteed bandwidth for a server".

### 2.2.3 Contention

The bandwidth is available for each server on a dedicated, switched, full-duplex Ethernet network. This avoids any form of interference with other customers, making the bandwidth available at any time.

### 2.2.4 Network SLA

Ziggo has agreements with Internet Service providers that guarantee an availability on their lines of 99,99%. Ziggo guarantees an availability of its internal network of at least 99,9%. The availability will depend on the chosen network topology for the server.



NETWORK TOPOLOGY	GUARANTEED AVAILABILITY	MAX. DOWNTIME PER QUARTER
Shared Subnet and shared firewall (default for virtual servers)	99,9%	2 h 11 m
Dedicated subnet and shared firewall	99,92%	1 h 44 m
Dedicated single firewall	99,95%	1 h 05 m
Dedicated firewall cluster	99,98%	26 m

### 2.2.5 IP Addresses

One public IP address is included with each server. Additional public IP addresses can be ordered see price list). The need for additional IP addresses must be justified by the Customer, as required by Ripe. Additional IP addresses will not be assigned if no valid technical justification can be produced. The IP addresses are property of Telenet and may be changed for operational reasons. In case the IP address that is allocated to the Customer server changes, the Customer must make or arrange the necessary changes to its websites and/or applications to accommodate such at its cost. Ziggo advises not to use IP addresses in websites and applications, but instead to use hostnames.

### 2.2.6 Domain names and name servers (DNS)

Domain names can be registered on [ziggozakelijk.nl/cloudservices.nl](http://ziggozakelijk.nl/cloudservices.nl) Existing domain names can be transferred to Ziggo. In both cases, the Customer remains owner of the domain names. The use of the primary and secondary name servers of Ziggo is included for each domain name which is registered with Ziggo or which is transferred to Ziggo. The use of these name servers is optional for domain names managed by another registrar (see price list, product "use of our name servers"). For each domain name on ns1.upcloudservices.com, ns2.upcloudservices.com, ns3.upcloudservices.com name servers, an unlimited number of sub domains and records (A, CNAME, MX) can be created using the web interface.

### 2.2.7 Firewall

Each virtual server is secured through a shared hardware firewall.

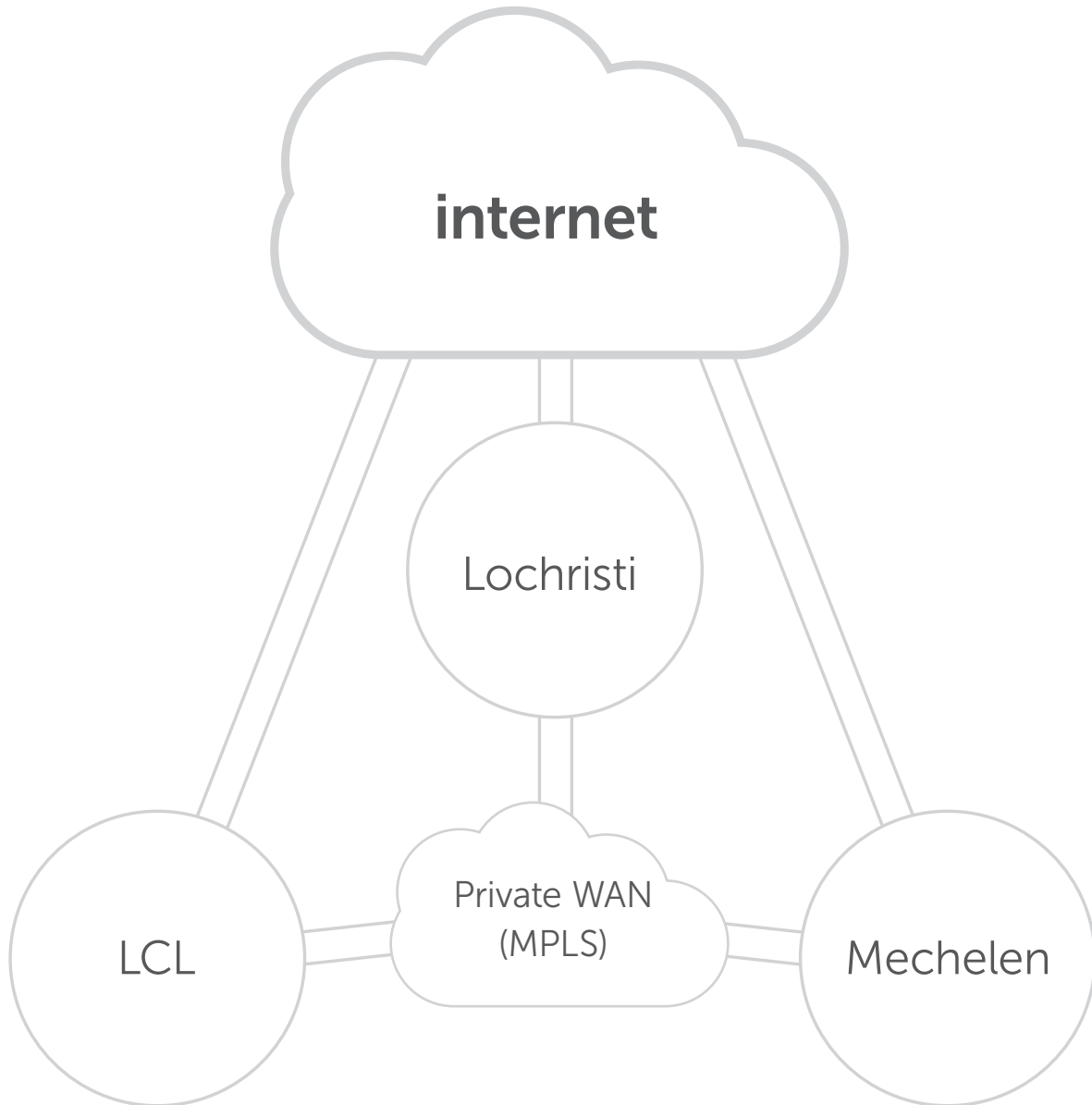
#### Virtual servers

For the FLEX START server, a number of firewall rules are predefined. The following ports are opened for the START server: (20/21) FTP, (22) SSH, (25) SMTP, (53) DNS, (80) HTTP, (110) POP3, (443) HTTPS, (1433) SQL-server, (3306) MySQL, (3389) Remote Desktop, (8443) Plesk. For all other virtual servers, except for the FLEX START server, the Customer can choose on the Order Form which ports must be opened (e.g. HTTP, HTTPS, POP3, SMTP, DNS...) for its virtual server. The Customer can request a firewall rule change at any later time through a support intervention request (see "Service Agreement Cloud Services Support"). A firewall rule change means that one or more ports will be opened or closed for one server. The network is divided into several subnets. Some subnets have special security policies for increased security and do not allow certain ports to be opened on the firewall (like SSH or RDP). The Customer can request that traffic is logged on the firewall for a limited time. This service can be requested through a support intervention request (see "Service Agreement Cloud Services Support").



### 2.2.8 Network architecture

Schematic overview of the network architecture within the data centres:





## 2.3 Hardware services for virtual servers

### 2.3.1 Setup of virtual servers

The provisioning and installation of a virtual server is included in the setup fee. Ziggo assigns the Customer the appropriate resources (CPU, RAM, disk capacity). RAM and disk capacity are guaranteed at all times. The CPUs are over dimensioned (the number of customers per node is limited), to make sure that every Customer can take the CPU power that is ordered.

### 2.3.2 Hardware maintenance and SLA for virtual servers

Maintenance of the physical hardware is included. This means that failing or malfunctioning hardware will be replaced free of charge. Ziggo monitors the health of the physical hardware and will start an intervention to replace the hardware or fix the hardware problem within 1 hour. The intervention to replace the hardware or fix the problem is free. After replacement of a failed hard drive, the rebuild of the RAID-set is started or if necessary the most recent available backup will be restored at no charge. In some cases Ziggo may decide to move a virtual server to another server hardware without consent of the Customer if the intervention is time critical or if the defect has a severe impact on the Service.

## 2.4 Software services

The following sections describe which software will be installed, configured, maintained and supported by Ziggo. Following terminology applies:

	DESCRIPTION	EXAMPLES
Software Installation	Initial one-time installation of the software.	Running Setup and completing Setup Wizard of a software package.
Software Configuration	Initial one-time configuration of the software to make the software operational.	Configuring an administrator account for Windows, configuring a port for the web server.
Software Maintenance	Ongoing actions to keep the software operational including creation of accounts and all other repetitive tasks.	Creating a website on the web server, creating a user account for the mail server etc.
Software Assistance	Any assistance on the installation, configuration, maintenance or usage of the software application.	How do I configure the web server? How does functionality X work? Where can I configure Y?
Software Licence	Valid and legal licence for the software	Windows SAL (subscriber access licence) or PL (processor licence).

### 2.4.1 Software supported by Ziggo

See Appendix 1 for the supported Software Any other software can be installed by Ziggo on a best effort basis.

### 2.4.2 Software installation for virtual servers

During the setup of the server, Ziggo will perform a one-time installation of following software:



WINDOWS SERVER	LINUX SERVER
Operating system Windows Server and latest service	Operating system
.NET framework	SSH
IIS (web and FTP, SMTP : optional)	Apache web server (optional), PHP (optional)
Terminal Services (remote desktop)	MySQL database server (optional)
	BIND DNS server (optional) ProFTPD FTP server (optional)
	Postfix (optional)
Backup & Monitoring software (if included in the service plan for the server)	Backup & Monitoring software (if included in the service plan for the server)

#### Additional software can be installed by Ziggo:

- Software supported by Ziggo: Ziggo needs to be contacted for a price quote. The price includes the licence(s), the initial installation and the initial configuration, unless mentioned otherwise.
- Any other software: Ziggo will install and configure the software for first use on a best effort basis.

The Customer can install, configure and maintain any additional software packages under its own responsibility. The Customer can upload the installation files and use its administrator/root account to remotely perform the installation (using e.g. Remote Desktop on Windows or SSH on Linux). The Customer can request a reinstallation of the Operating System. The Intervention Topic list needs to be consulted for more details.

	Ziggo	Initial configuration by Customer
Operating system	✓	
Backup software (if included in the service plan)	✓	
Monitoring software (if included in the service plan)	✓	
Remote access tools	✓	
Web server		✓
Database server		✓
FTP server		✓
DNS server		✓
SMTP & POP3 server		✓
Additional software installed by Ziggo	✓	✓
All other software		✓

Configuration of all software after the installation date is the responsibility of the Customer.



### 2.4.3 Software configuration for virtual servers

Ziggo takes care of the initial configuration of the software as described below. Configuration of any other software is the responsibility of the Customer.

### 2.4.4 Software maintenance for virtual servers

Maintenance of all software and all system administration (such as creating user accounts, security settings, creating folders, access rights...) is the responsibility of the Customer. Ziggo can help the Customer with the software maintenance on request.

### 2.4.5 Installation of OS service packs, security patches and upgrades

To keep the server running in an efficient and secure manner, it is necessary to install service packs, security patches and upgrades of the operating system (OS). This is the Customer's responsibility.

#### For Windows Servers

Ziggo configures by default the automatic Windows Updates for each Windows Server automatic download of security fixes. The security fixes are NOT installed automatically. If the Customer feels that this might not be appropriate for his application(s) on the server, the Customer must disable the automatic Windows Updates. Ziggo also offers a "Security fixes and Patches subscription". This is an optional service, where Ziggo will first test the security fixes and patches with similar hardware and in similar software environments based on a standard installation.

The installation procedure goes as follows:

- Microsoft releases the patches and security fixes on Tuesdays.
- A complete list of the patches release by Microsoft can be found at <http://www.microsoft.com/technet/security/advisory/RssFeed.aspx?securityadvisory>
- Ziggo will install the patches and security fixes the next Friday.

If the Customer feels a security fix or patch may cause its application(s) on the server to malfunction, the Customer should notify Ziggo before Thursday, AM 12 h CET by creating a Ticket with at least "Critical" priority. In case of a very serious threat to the server(s) or the datacenter infrastructure or the Ziggo Network, Ziggo may opt to install the security fixes earlier. The fixes and patches will be deployed in a controlled manner. This service is only available for Windows Servers.

### 2.4.6 Software assistance for virtual servers

Software Assistance on the usage and configuration of the operating system is always fee-based.

Software Assistance can be requested by creating a Support Ticket and by choosing the correct Topic.

Ziggo does not offer Software assistance on any software which is not installed by Ziggo.

Software Assistance on Plesk (only if installed by Ziggo):

- Software Assistance on the usage of the Plesk control panels is free (included in the subscription of Plesk);
- Software Assistance on the configuration of the underlying operating system and the installation of additional software on any server with Plesk installed is fee-based;
- Ziggo advises not to install additional software on a server with Plesk installed and to use the server only for hosting of websites and e-mail;
- Any action performed by the Customer using SSH or Remote Desktop access on a server with Plesk installed, is not supported.

### 2.4.7 Software licences for virtual servers

Licenses of the operating system are included in the price of the virtual server.

The Customer is responsible for having valid license agreements for all software which is installed by the Customer.

For Microsoft Windows servers, a "non-outsourcing" license is included (unless mentioned otherwise). If the Customer wishes to upgrade to an "outsourcing" license, it must inform Ziggo in advance. For Linux servers, the server software installed by Ziggo is licensed under the GPL-licensing agreement.





#### **2.4.8 Software lifecycle**

Ziggo can only support software that is supported by the software manufacturer, distributor or community in the mainstream support phase. If software is no longer supported by the manufacturer or distributor, the Customer can request to upgrade to a more recent version of the software (if the software is supported by Ziggo). In some cases, when the security of the Ziggo infrastructure is in danger, Ziggo will request the Customer to upgrade to supported versions of the software. If these requests are not responded by the Customer in due time, Ziggo will do the software upgrade on the Customer's responsibility or disconnect the server from the network. Ziggo never encourages an in-place upgrade of the operating system. Instead Ziggo provides a similar server with the new version of the operating system (and applications) for dedicated server customers. The Ziggo account manager has to be contacted if Customer wants to upgrade its server with a new version of an operating system.

Overview of support dates for Linux distributions can be found in appendix 1

### **2.5 Server access**

#### **2.5.1 VPN and remote access**

Windows servers can be accessed using Microsoft remote desktop services. Linux servers can be accessed using SSH (Secure Shell). Customer is informed that many tasks on virtual servers can also be performed using the web interfaces: Plesk web interfaces (optional) for Linux and Windows servers. Customer may prefer to use SSL VPN to connect to applications on its server. SSL VPN is available as an optional service.

#### **2.5.2 Physical access to virtual servers**

Physical access to a virtual server is not allowed, because the datacentre is highly secured and only qualified personnel is granted access. Interventions that require physical access (very rare) can be requested with Ziggo. These interventions are paid using Service Credits of the customer (see the Service Agreement Support).

### **2.6 Spam, viruses and security**

#### **2.6.1 Security & privacy policy**

Ziggo reserves the right to log in on each server at any time for maintenance or security purposes. Ziggo will treat all data as strictly confidential. Data will never be copied from the Customer's server, except for a backup. Ziggo will take all possible measures to protect the data on the servers.

#### **2.6.2 Hacked servers**

Despite all security measures servers or applications may get hacked. Common entry points for hackers are: unpatched servers or software, software that is badly configured (like anonymous FTP access, open STMP relay server) and bad coding (like SQL injection). Ziggo will do its best efforts to make sure that the availability is maximal even when the server is hacked. A hacked server is a server for which the security is compromised. A hacked server may transmit unauthorized data such as an udp flood, tcp flood, icmp flood, spam,... Ziggo uses the following procedure: The server is detached from the network and isolated in a separate dedicated subnet. The server will be configured with a new internal and external IP address. The firewall and switch will be limited to a maximum bandwidth of 10 Mbit/s. The server can stay in the separate subnet for up to one week. This time may be used to restore the security policy. Ziggo can perform a security audit of the server; this is a billable intervention for which a separate Order Form is required. In the separate subnet no backups will be taken of the server. When the Customer has made the necessary modifications to the configuration or the application, the Customer must sign off on Ziggo security policy. The server will be placed back in the original subnet and with the original IP addresses. All the costs (like the dedicated subnet, excessive usage of bandwidth or data traffic, security audit, reinstallation of the server,...) resulting from the hacking of the server will be charged to the Customer.



## 2.7 Monitoring Services

### 2.7.1 Standard monitoring

Each virtual server is monitored 24 hours a day, 7 days a week and 365 days a year using monitoring software.

Following services can be monitored:

- PING (server alive?);
- Static HTTP (answer on port 80?);
- POP3 (answer on port 110?);
- SMTP (answer on port 25?).

The tests are performed from the internal network. If a test fails, a monitoring notification is generated within 15 (fifteen) minutes. All notifications are sent directly to the Customer by e-mail or SMS (SMS is available on some server plans). Based on the notification, the Customer can take several actions such as restarting a service on the server or rebooting the server using the web based control panels. The Customer can also create a Support Ticket (see the Service Agreement Cloud Services Support). The Customer can check the status of the monitored services on the MyAccount website.

### 2.7.2 Advanced monitoring

Advanced monitoring is available on some servers only or as an optional service. The Customer can create one webpage (PHP, ASP...) which will be called every 5 (five) minutes. This page can contain any check which should be performed on the server:

- Try a query on a database;
- Check for availability of a certain file;
- Parsing of a log file;
- ...

The Customer is responsible for creating this page (which includes scripting of necessary checks). The page should execute fully within 30 (thirty) seconds and should return "STATUS OK" or "ERROR". If the page does not return "STATUS OK", a monitoring notification is generated (identical to notifications for standard monitoring).

### 2.7.3 Performance Statistics

Real-time performance statistics are included for bandwidth usage (expressed in Kbit/s or Mbit/s), network errors and hard disk storage. All performance statistics are available through a web interface and are updated in real-time. Optionally, performance statistics are available with information on CPU usage (Linux only) and memory usage (Linux and Windows).

## 2.8 Managed Storage

Ziggo can offer a scalable storage on a iSCSI SAN. The SAN uses RAID-5 and RAID-50 configuration.

The LUN will be placed on the RAID configuration depending on the I/O usage of the Customer. The storage can be exposed with an iSCSI, SMB, FTP and NFS interface as requested by the Customer. Optionally the storage can be replicated to a second data centre. The replication is done once a night.

## 2.9 Maintenance and Support

**2.9.1** From time to time Ziggo shall carry out maintenance on its facilities and equipment, which includes changes necessitated by technical developments.

**2.9.2** If a deviation from the Service(s), as normally provided occurs (hereinafter referred to as an "Occurrence"), the Customer will immediately inform Ziggo.

**2.9.3** If it shall come to the attention of Ziggo, that an Occurrence is caused by the Customer or by a defect in any equipment under the control of or used by or on behalf of a the Customer, Ziggo shall notify the Customer thereof and inform the Customer, if possible, on the probable cause of the Occurrence. Promptly upon receipt of such information the Customer shall at its own costs initiate all reasonable measures to correct the defect, which is or may be the cause of the Occurrence.



- 2.9.4** If it shall come to the attention of Ziggo that an Occurrence is caused by another customer or by a defect in any equipment under the control of or used by or on behalf of other customers, Ziggo shall notify such other customers and shall request such other customers at their own costs to take appropriate measures. In no event shall Ziggo be liable towards a Customer for such Occurrence caused by such other customers.
- 2.9.5** If Clause 2.8.3 or 2.8.4 applies Ziggo may suspend the access of the relevant Customer to the Services until the fault or defect that causes or may cause the Occurrence has been adequately corrected in the opinion of Ziggo. In no event shall Ziggo be liable for the consequences of such suspension.
- 2.9.6** The Customer shall always inform Ziggo of any maintenance activities being carried out that may disable, interrupt or otherwise interfere with the Services provided by Ziggo. The Customer shall inform Ziggo of the start and end time of the maintenance activities. During the Customer's maintenance activities no warranty or guaranty with regard to the Services applies nor does the Service Level Agreement apply.
- 2.9.7** The Customer shall provide to Ziggo all relevant information necessary for Ziggo to provide the Services.
- 2.9.8** The Customer must have a working e-mail address. Ziggo and the Customer shall use this email address for official communication between them, and the Customer must keep the address up-to-date

## **2.10 Contract Period & Invoicing**

### **2.10.1 Dynamic Cloud**

The Customer can setup or delete new virtual servers in the Dynamic Cloud at any time. The memory, number of CPUs and disk capacity can be upgraded or downgraded at any time. Each day the maximum resources are counted.

At the end of the month the invoice is sent based on the resources allocated per day.

#### **2.10.1 Allocated Resources**

The allocated resources are calculated daily. A day starts at 0:00 and runs until 23h59. The resources that will be billed are the maximum allocated resources that day.

Example 1 : if a server is upgraded from 1 GB RAM to 3 GB RAM, that day 3 GB is counted.

Example 2 : if a server is downgraded from 3GB RAM to 1 GB RAM, that day 3 GB is counted.

#### **2.10.1 Inactive Servers**

Servers are counted as active servers if they are active at least 15 (fifteen) minutes a day.

For inactive servers (servers that are powered off) no memory and no CPU resources are counted.

#### **2.10.1 Billing Cycle**

The billing cycle starts at the first calendar day of each month.



## 2.11 Limited Liability

Except in the case of death or physical injury, the amount of compensation and interests which is due by Ziggo to the Customer is in any case limited to an aggregate amount of one monthly fee for the Services described in this Service Agreement per event or series of related events, with a maximum amount of twelve monthly fees in respect of all events arising in a year.

### On behalf of the Customer

Name:

Date of signature:

### On behalf of Ziggo

Name:

Date of signature:

The Contract has been drawn up in two original copies in Amsterdam, on ..... /..... / 20..... , whereby each Party acknowledges having received its copy.

These terms and conditions apply in areas in which the services of Ziggo were provided under the name UPC Business (the trading name of UPC Nederland Business B.V.) until 13 April 2015. The name UPC Nederland Business B.V. has been changed to Ziggo Zakelijk Services B.V. as of 13 April 2015.



### Appendix 1

This appendix is additional to the Service Agreement Shared Hosting. Due to the lifecycle of a software attribute, these are not included in the Service agreement Shared Hosting. This contains the variable values of the Service agreement, and is subject to review every 6 months. All software will stay under support, as long as the software vendor offers such assistance. As soon as the Vendor can no longer guarantee support to this software, Ziggo can no longer guarantee the correct

#### Software supported by Ziggo

The following software are supported by Ziggo :

##### Operating Systems

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012
- Linux Debian 6
- Linux Redhat enterprise Server

##### Applications

- Parrallels Plesk 11.x
- MS SQL Server 2008 R2

Any other software can be installed by Ziggo on a best effort basis.

#### Software installation for Shared Hosting

SERVICE	SERVER VERSION	LAUNCH DATE
Windows Hosting – MS SQL Server	MS SQL Server 2008 (R2)	September 2008
Windows Hosting – Internet Information Server	Internet Information Server 7.5 on Windows Server 2008 R2	May 2008
Office Mail	Exchange 2010	November 2008
Hosted SharePoint	Windows SharePoint Services v3	April 2008



## Intervention Topic List

	Standard Priority	Express Priority	Critical Priority	Critical 24/7 Priority (only for customers with Premium 24/7 Support Contract)
<b>Shared Webhosting</b>				
Change firewall rules (open/close ports)	2 credits	3 credits	4 credits	5 credits
Move server to other subnet/rack (e.g. Insecure subnet - SSH/RDP enabled on public IP)	20 credits	20 credits	N/A	N/A
Migration to a new server	Contact Sales	Contact Sales	N/A	N/A
Reinstall Operating System on Server (Windows/Linux)	Contact Sales	Contact Sales	N/A	N/A
- If licence is purchased with Ziggo	Contact Sales	N/A	N/A	N/A
- If licence is NOT purchased with Ziggo	Contact Sales	N/A	N/A	N/A
<b>Virtual Servers</b>				
Server down (any reason, no hardware failure Request for software installation or upgrade by Ziggo)	2 credits / 15 mins	3 credits / 15 mins	4 credits / 15 mins	5 credits / 15 mins
Uploading data from CD/External Hard disk to Server	5 credits	N/A	N/A	N/A
Change firewall rules (open/close ports)	2 credits	3 credits	4 credits	5 credits
Migration to a new server	Contact Sales	N/A	N/A	N/A
Reinstall Operating System on Server (Windows/Linux) Software installation and initial configuration	Contact Sales	N/A	N/A	N/A
- If licence is purchased with Ziggo	Contact Sales	N/A	N/A	N/A
- If licence is NOT purchased with Ziggo	Contact Sales	N/A	N/A	N/A
<b>Software Assistance</b>				
Operating system (Windows & Linux)	2 credits / 15 mins	3 credits / 15 mins	4 credits / 15 mins	5 credits / 15 mins
Plesk - Use of Control Panel	Free	Free	N/A	N/A
Plesk - Support on underlying OS	2 credits / 15 mins	3 credits / 15 mins	4 credits / 15 mins	5 credits / 15 mins
Plesk - Migration to other Server with Plesk	2 credits / 15 mins	3 credits / 15 mins	4 credits / 15 mins	N/A
<b>Response Time</b>	2 Business Days	1 Business Day	1 Business Hour	1 Hour
<b>Hourly rate per priority class</b>	2 credits / 15 mins	3 credits / 15 mins	4 credits / 15 mins	5 credits / 15 mins

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