

A decorative graphic consisting of multiple thin, overlapping wavy lines in shades of purple and pink, creating a sense of motion and depth behind the main text.

# PROMETHEUS

## SUPPORT CONTRACT

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We are happy to help you run your Prometheus environment with our support services. For Prometheus, we offer a base support contract and other support options.

Please contact us if you need advice on choosing the right options.

Support Basics	
Service window	Mo – Fri 8x5 <sup>1</sup>
Response time	Level 3: 4h Level 2: NBD <sup>2</sup> Level 1: NBD <sup>2</sup>
Number of support requests per year	24
Number of contact persons on the customer side	2 <sup>3</sup>
Support Channels	
E-Mail	✓
Telephone	✓
Remote support	✓
Service window	7 <sup>3</sup>
Plan rate (annual)	
	<b>10.000 €<sup>4</sup></b>
Addon cost (annual)	
Support for PromQL (24 cases per year)	<b>5.000 €<sup>4</sup></b>
Support for Grafana (12 cases per year)	<b>5.000 €<sup>4</sup></b>

<sup>1</sup> Service hours are in Central European Time (CET) and do not include German and Bavarian public holidays.

<sup>2</sup> Response by the end of the next business day (Mon - Fri - Next Business Day).

<sup>3</sup> These options can be customized for an additional fee.

<sup>4</sup> All prices plus applicable VAT. After a minimum term of 12 months, the contract is automatically renewed for a further 12 months if it is not cancelled with 3 months' notice.

## SEVERITY LEVEL DEFINITIONS

**Level 3** Critical, major outage that completely disrupts service.

**Level 2** Significant outage that causes massive service disruptions or major delays.

**Level 1** Standard service outage with no or minor impact on system availability.

### WEITERE INFORMATIONEN ZU PROMETHEUS UND UNSEREN LEISTUNGEN

- Prometheus Projekt
- NETWAYS Outsourcing
- NETWAYS Consulting
- NETWAYS Support

If you have any questions or would like a quote, please contact us at: [sales@netways.de](mailto:sales@netways.de)