

ProVide Commercial Priority Support and Development SLA

ProVide is developed by Farsight Tech Nordic 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.

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.

This SLA is about response time and availability with prioritized bug fixing; requested support hours are invoiced monthly in arrears or by purchasing corresponding specialist coupons. If there are any issues with the software we make sure expert developers are put in direct contact with your IT staff; swiftly eliminating any issues that might occur. There are two levels to choose from:

- Basic support availability: 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.
- Extended support availability: 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.

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 [Farsight Tech Nordic](#)), 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.

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.