



**Beyond websites.  
Beyond apps.  
Built for impact.**

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**Service Level Agreements  
(SLA)**

TRUSTED BY CLIENTS ON TOP REVIEW PLATFORMS

**Clutch**

**sortlist**

**99designs**

**Google**



## Service Level Agreements (SLA)

Our Service Level Agreements offer streamlined maintenance, allowing you more time and energy for growth. As a website owner, you have the biggest responsibility of ensuring your site runs like clockwork – but with all the different pieces and parts required to make it happen, how can you keep up? That's where we come into play!

### Basic

2 HOURS P/M \*

€80.00 P/M

OUR BASIC SLA IS DESIGNED FOR THOSE WHO NEED OCCASIONAL UPDATES TO THEIR WEBSITE CONTENT.

This package includes:

2 HOURS OF CONTENT MANAGEMENT PER MONTH, SUCH AS CHANGING TEXT, POSTING NEWS ITEMS, AND UPDATING IMAGES.

### Pro

4 HOURS P/M \*

€160.00 P/M

OUR PRO SLA IS PERFECT FOR THOSE WHO NEED MORE FREQUENT UPDATES TO THEIR WEBSITE CONTENT.

This package includes:

4 HOURS OF CONTENT MANAGEMENT PER MONTH, SUCH AS CHANGING TEXT, POSTING NEWS ITEMS, AND UPDATING IMAGES.

### Premium

8 HOURS P/M \*

€320.00 P/M

OUR PREMIUM SLA IS OUR MOST COMPREHENSIVE OPTION, DESIGNED FOR THOSE WHO NEED REGULAR UPDATES AND WANT PEACE OF MIND KNOWING THEIR WEBSITE CONTENT IS IN GOOD HANDS.

This package includes:

8 HOURS OF CONTENT MANAGEMENT PER MONTH, SUCH AS CHANGING TEXT, POSTING NEWS ITEMS, AND UPDATING IMAGES.

NOTE: PLEASE CHECK THE LAST PAGE OF THIS DOCUMENT 'IMPORTANT INFORMATION & ADDITIONAL TERMS'

## Custom SLA for maximum flexibility

Do you have different needs than our standard packages? No problem. We also offer fully tailored Service Level Agreements. You decide the number of monthly hours, and we adapt the scope and response time to your situation.

Whether it's urgent bug fixes, regular content updates, or technical support outside office hours — we'll create an SLA that fits your business perfectly. This ensures structured, priority support without surprises.

Our team delivers specialized design and development services and takes the technical burden off your shoulders. With an SLA in place, you can focus on growth — while we keep your website running smoothly.

## Availability outside regular business hours

Clients with an active SLA package receive priority support, even outside regular office hours. Studio Ubique is available:

- On weekdays from 06:00 to 21:00
- On weekends from 06:00 to 18:00



Minor bugs or urgent issues are — if possible — handled immediately within the available SLA hours. More complex issues will be assessed the next working day and scheduled accordingly.

**Note:** Reporting an issue outside office hours doesn't guarantee an immediate fix, but it does ensure your request goes to the top of our support queue. You're "on standby" — and that makes a difference.

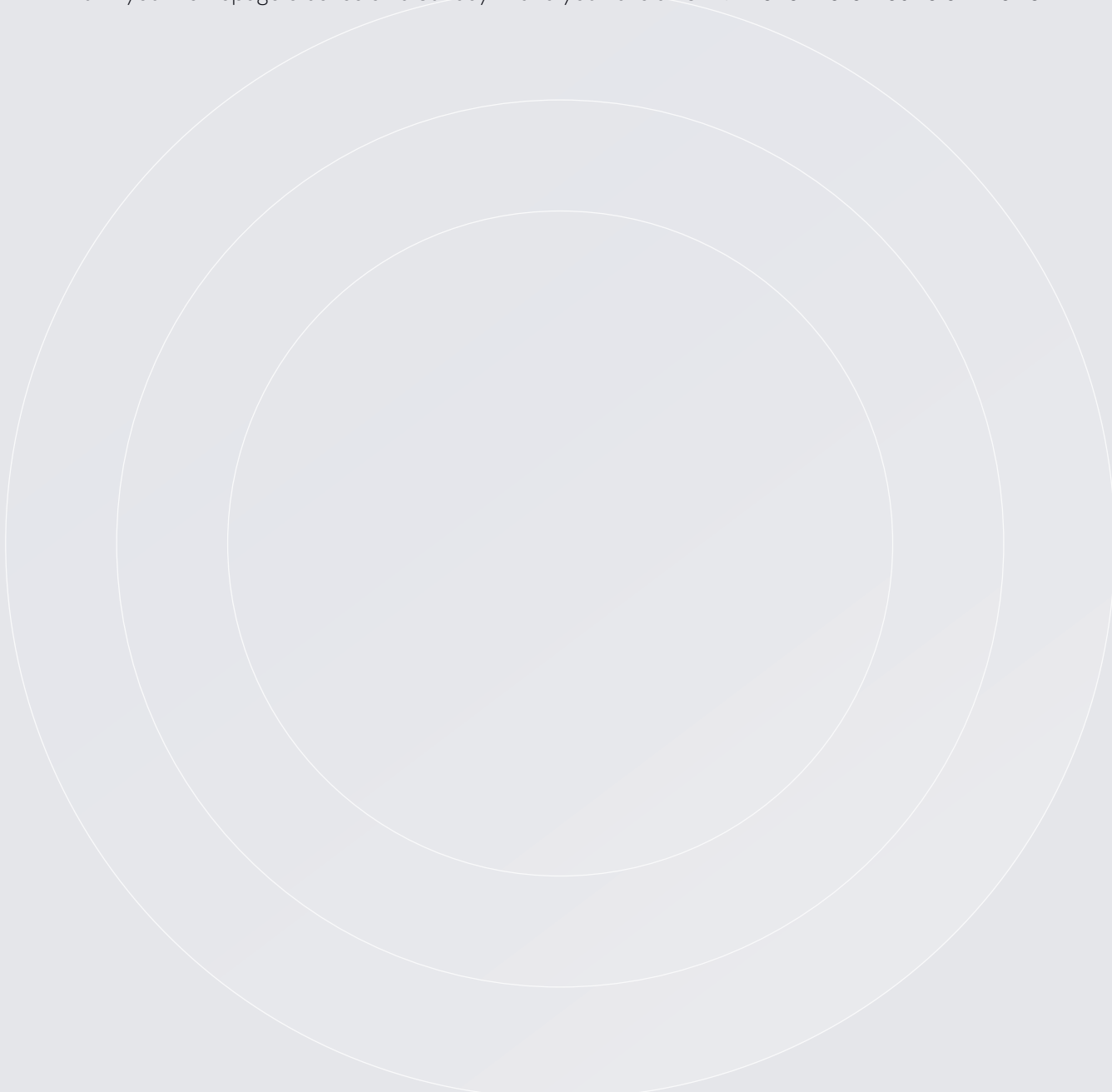
## **Not a maintenance plan — but priority access**

Our SLA is designed for content updates and light support. You get:

- Monthly hours for edits, images, news items
- Priority access to our team
- Support available outside office hours

**Important:** Technical updates (plugins, backups, etc.) are part of our separate maintenance plan.

But if your homepage crashes on a Sunday — and you have an SLA? **We're there. You're on the list.**





## Important information & additional terms

PLEASE BE ADVISED THAT THE FOLLOWING TERMS AND CONDITIONS APPLY TO THE SERVICES OUTLINED IN THIS QUOTATION. ACCEPTANCE OF THIS QUOTATION CONSTITUTES YOUR AGREEMENT TO THESE TERMS:

### General terms & payment

- TERMS AND CONDITIONS: ALL PROJECTS AND QUOTES ARE SUBJECT TO OUR GENERAL TERMS AND CONDITIONS, WHICH CAN BE REVIEWED AT [HTTPS://WWW.STUDIOUBIQUE.COM/TERMS-AND-CONDITIONS/](https://www.studioubique.com/terms-and-conditions/). BY ACCEPTING THIS QUOTATION, YOU ACKNOWLEDGE AND AGREE TO THESE TERMS IN FULL.
- PAYMENT TERMS: ALL AMOUNTS SPECIFIED IN THIS QUOTATION ARE IN EUROS (€) AND ARE EXCLUSIVE OF VAT, THIRD-PARTY COMMISSIONS, AND ANY ADDITIONAL SERVICES NOT EXPLICITLY MENTIONED HEREIN. PAYMENT IS DUE WITHIN FOURTEEN (14) DAYS FROM THE INVOICE DATE. WORK WILL COMMENCE UPON RECEIPT OF ANY REQUESTED UPFRONT PAYMENT.

### SERVICE LEVEL AGREEMENT (SLA):

PAYMENT MAY BE MADE ANNUALLY OR MONTHLY, WITH RENEWAL AT THE STANDARD RATE. THE REGISTRATION PERIOD IS ONE (1) YEAR.

A. THE DURATION OF THE SLA IS ONE (1) YEAR, AND IT MAY BE CANCELED MONTHLY AFTER THE FIRST YEAR, WITH A ONE (1)-MONTH NOTICE PERIOD.

B. SERVICE AVAILABILITY IS LIMITED TO WORKING DAYS AND HOURS WITHIN THE CENTRAL EUROPEAN SUMMER TIME (CEST) TIME ZONE.



NETHERLANDS

Ceintuurbaan 18 - 8524  
8024 AA Zwolle

[sales@studioubique.com](mailto:sales@studioubique.com)  
[www.studioubique.com](http://www.studioubique.com)

INDIA

Tricity Plaza Building  
Zirakpur, Punjab 140603