



Hotlinezeiten und Stundensätze SLA-Level

Stand 07/13

ohne SLA, SLA Basic		Mo	Di	Mi	Do	Fr	Sa	So
07:00 - 08:00		Red						
08:00 - 09:00		Red						
09:00 - 10:00		Yellow (E1)					Red	
10:00 - 17:00		Green (STD / Hotline erreichbar)					Red (E2)	
17:00 - 19:00		Yellow (E1)					Red	
19:00 - 20:00		Red						
20:00 - 22:00		Red						
22:00 - 07:00		Red						

SLA Business		Mo	Di	Mi	Do	Fr	Sa	So
07:00 - 08:00		Red						
08:00 - 09:00		Yellow (E1)					Red	
09:00 - 10:00		Green (STD / Hotline erreichbar)					Red (E2)	
10:00 - 17:00		Green (STD / Hotline erreichbar)					Red (E2)	
17:00 - 19:00		Yellow (E1)					Red	
19:00 - 20:00		Red						
20:00 - 22:00		Red						
22:00 - 07:00		Red						

SLA Premium		Mo	Di	Mi	Do	Fr	Sa	So
07:00 - 08:00		Yellow (E1)						Red
08:00 - 09:00		Green (STD / Hotline erreichbar)						Red (E2)
09:00 - 10:00		Green (STD / Hotline erreichbar)						Red (E2)
10:00 - 17:00		Green (STD / Hotline erreichbar)						Red (E2)
17:00 - 19:00		Green (STD / Hotline erreichbar)						Red (E2)
19:00 - 20:00		Green (STD / Hotline erreichbar)						Red (E2)
20:00 - 22:00		Yellow (E1)						Red
22:00 - 07:00		Red						Red

SLA Emergency		Mo	Di	Mi	Do	Fr	Sa	So
07:00 - 08:00		Green (STD / Hotline erreichbar)						Yellow (E1)
08:00 - 09:00		Green (STD / Hotline erreichbar)						Yellow (E1)
09:00 - 10:00		Green (STD / Hotline erreichbar)						Yellow (E1)
10:00 - 17:00		Green (STD / Hotline erreichbar)						Yellow (E1)
17:00 - 19:00		Green (STD / Hotline erreichbar)						Yellow (E1)
19:00 - 20:00		Green (STD / Hotline erreichbar)						Yellow (E1)
20:00 - 22:00		Green (STD / Hotline erreichbar)						Yellow (E1)
22:00 - 07:00		Yellow (E1)						Yellow (E1)