HACKTHEBOX

Legal &
Compliance: **SLA**

SERVICE LEVELS AND SUPPORT

You should download a copy for future reference.

1. AVAILABILITY

Requirement	Metric Target
System Availability	95%
Planned Downtime	< 120 Minutes / month

In general, the Service shall on average be available at least ninety-nine point five (99,5) % based on three hundred and sixty-five (365) days per year, except for planned downtime or a Force Majeure Event as per clause 12.7 of our Terms of Service

2. SUPPORT & RESOLUTION

Hack The Box provides a dedicated customer support portal to its customers. Upon raising a ticket, the maximum time to respond between each new update on the ticket is 1 business day. Our support team works from 08.00-18.00 Mon-Fri GMT+3 (Bucharest, Athens). In the case of holidays, the support process might be slower.

Priority	Time to First Response	Time to Resolution
Tier I	4 hours	8 hours
Tier II	8 hours	1 business day
Tier III	1 business days	3 business days

"Time to first response" window relates to the timeframe between when the ticket is created until it is taken and responded to by a CS Specialist.

"Time to resolution" window relates to effective work time on the ticket. This is a counter from the opening of the ticket until the closure of it, disregarding off-work hours and weekends. It applies both to the time taken by the solution to be developed AND the time the customer takes to respond to further questions from the CS Specialist if the first customer answer wasn't satisfactory or detailed enough.

Definition of Incident Levels:

Severity	Definition
Tier I	An incident or problem that has severe business impact to all Subscriber Users
Tier II	An incident or problem with workaround solution that has major business impact to the majority of Subscriber Users
Tier III	An incident or problem that has limited business impact to a group of Subscriber Users

HackTheBox Support Services:

Contact Method (Phone, Chat, Email, Portal)	Rank Recommended for quickest response
Self-Service Help Center: help.hackthebox.com	1
Live chat Support: Via "Contact Support" or the "Help Menu" depending on the platform. (Note: Please disable script or ad blockers in order to load the chat bubble.)	2
Email: customerops@hackthebox.com	3
Dedicated Account Manager	4

HackTheBox does not warrant or support non-HackTheBox products or services.