



HACKTHEBOX

**Legal &
Compliance:**

SLA

Effective: 27 May 2024

SERVICE LEVELS AND SUPPORT

You should download a copy for future reference.

A. Service Levels

Hack The Box shall, during the Subscription Term, use commercially reasonable efforts to make the Services available 24 hours a day, seven days a week, except for maintenance and any force majeure events. For any unscheduled maintenance, Hack The Box will use reasonable efforts to give the Subscriber at least 6 Support Hours' notice in advance. Scheduled maintenance or other planned interruptions, including any unscheduled maintenance, should not exceed 180 minutes per month.

Requirement	Metric Target
System Availability	99.00%
Maintenance	< 180 Minutes / month

If Service availability drops below 99.00% per year, Hack The Box shall compensate the Subscriber with service credits in the form of a pro rata extension of the Subscription Term.

B. Support

Hack The Box will, as part of the Services and at no additional cost to the Subscriber, provide standard customer support services 24/5 (Monday - Friday) GMT+3, in accordance with the following tables:

Priority	Incident Impact	Time to First Response	Time to Resolution
Tier I:	An incident or problem that has a severe impact on all Subscriber's users.	6 hours	10 hours
Tier II:	An incident or problem with a workaround solution that has a major impact on the majority of Subscriber's users.	10 hours	1 business day
Tier III:	An incident or problem that has a limited impact on a group of Subscriber's users.	1 business days	3 business days

Contact Method (Phone, Chat, Email, Portal)	Quickest Response
Self-Service Help Center: help.hackthebox.com	1
Live chat Support	2
Email: support@hackthebox.com	3
Dedicated Account Manager	4

Definitions:

Support Hours: 24/5 (00.01, Monday to 23.59, Friday) GMT+3

Force Majeure: As defined in the [Subscription Agreement](#).

Time to First Response: The time elapsed from when a ticket is first submitted to when a support team member provides the initial response.

Time to Resolution: The total effective time spent working on the ticket from the moment it is opened until the issue is fully resolved.

Hack The Box does not warrant or support non-Hack The Box products or services.



HACKTHEBOX

www.hackthebox.com

info@hackthebox.com