



HACKTHEBOX

**Legal &
Compliance:**

SLA

Effective: 01 August 2022

SERVICE LEVELS AND SUPPORT

You should download a copy for future reference.

1. AVAILABILITY

Requirement	Metric Target
System Availability	99.5%
Planned Downtime	< 120 Minutes / month

System Availability will be measured monthly using the following formula:

- **Total Minutes in the Month** = Days in the month x 24 hours/day x 60 min/hour
- **Total Expected Availability in Minutes** = Total Minutes in the month – Planned Downtime per month (in Minutes)
- **Total Minimum Available Minutes** = Total Optimal Minutes x Expected System Availability (%)
- **Total amount of allowable Unplanned Downtime in Minutes per Month** = Total Expected Availability in Minutes – Total Minimum Availability in Minutes

Any service downtime longer than 24 hours would be compensated as prolongation with equivalent time 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 Client users
Tier II	An incident or problem with workaround solution that has major business impact to the majority of Client users
Tier III	An incident or problem that has limited business impact to a group of Client 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: Green chat bubble placed on the bottom right of all the HackTheBox platforms. (Note: Please disable script or ad blockers in order to load the chat bubble.)	2
Email: support@hackthebox.com	3
Dedicated Account Manager	4

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