

Service Levels¹ Hinterland Container Notification| Hauliers

We use the Service Levels below to ensure that you can use the Portbase platform and the service HCN with confidence within your business process.

General

Accessibility, availability, response time

- 24x7 accessibility* of the service
- 99.8% availability of the service
- The availability of the services is listed on [StatusPage](#)
- Response time** of 3 seconds for screens supporting standard operational use by customers

*Except during scheduled maintenance.

**Applies to 90% of requests when using default filter. Delays due to Internet/local networks excluded.

Management, security, updates, maintenance

- Proactive management of availability, capacity and performance
- Reliable access security with MFA and secure data traffic
- Regular technical and functional updates
- Maintenance maximum 6 times a year (on Saturdays from 22.30 hours to 02.30 hours at the latest). This will be communicated at least 2 weeks in advance through [StatusPage](#)

Support

- User support on working days: Monday to Friday between 08:00 hours and 18.00 hours*
- 24x7 ability to report and process P1
- Option to subscribe to data updates during major disruptions and during maintenance (in [StatusPage](#), among other things through email or SMS)

*Except officially recognised holidays in the Netherlands

Notification procedure

Impact		Urgency		Priority	Reaction time*	Resolution time**
Major	The business process cannot be carried out	High	More than 1 customer is involved	P1	< 30 minutes	< 2 hours
		Low	One customer is involved	P2	< 30 minutes	< 6 hours
High	The business process can be carried out using a workaround or emergency procedure	High	More than 1 customer is involved	P2	< 30 minutes	< 6 hours
		Low	One customer is involved	P3	< 2 hours	< 20 hours
Low	The business process can be carried out	High	More than 1 customer is involved	P3	< 2 hours	< 20 hours
		Low	One customer is involved	P4	< 4 hours	By appointment

Beyond the user support hours, Portbase solely handles P1 disruptions that are reported by phone.

*For 90% of notifications, time between report and start of resolution.

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¹Portbase is working on updating its set of agreements. These Service Levels are temporary. As soon as the new set of agreements is ready, we will communicate this.

Disclaimer

Portbase is not liable for any damage (including any consequential damage), including but not limited to damage as a result of: a) malfunctions in the data/telecommunications infrastructure (including software), an error and/or delay in the Portbase system ; b) defects, viruses or other irregularities in equipment and other software in connection with access to or use of the service(s) of Portbase, c) technical malfunctions, incorrect, outdated and/or incomplete information; d) the use of the service(s) and the information provided therein or through the service(s).

Supply conditions

Portbase always makes every effort to provide the aforementioned services in an adequate manner. Portbase's General Terms and Conditions apply to this Service Level Agreement.

