

**SERVICE LEVEL AGREEMENT FOR DOTMAC TECHNOLOGIES LIMITED**

**SELF-CARE PORTAL**

Kindly login to your selfcare portal using the login details to make payment, view Real-time statistics and create tickets. See URL details below;  
<https://selfcare.dotmac.ng/portal/login>  
 Contact the helpdesks to request for login details to your selfcare portal, see details below;  
 Email: helpdesk@dotmac.ng; Phone: +2348121179536 +2348121172668

**DOTMAC ESCALATION MATRIX FOR INCIDENT MANAGEMENT**

1 <sup>st</sup> Level	2 <sup>nd</sup> Level	3 <sup>rd</sup> Level
HELPDESK	NETWORK ADMINS	SUPPORT MANAGER
<ul style="list-style-type: none"> <li>• Email: <a href="mailto:helpdesk@dotmac.ng">helpdesk@dotmac.ng</a></li> <li>• Phone: +2348121179536 +2348121172668</li> </ul>	<ul style="list-style-type: none"> <li>• Email: <a href="mailto:Noc@dotmac.ng">Noc@dotmac.ng</a></li> <li>• Phone: +2347085274399</li> </ul>	<ul style="list-style-type: none"> <li>• Email: <a href="mailto:Support@dotmac.ng">Support@dotmac.ng</a></li> <li>• Phone: +2347084029596</li> </ul>

**OWNERSHIP OF EQUIPMENT**

The total solution is provided as a service. Therefore, all customer equipment employed to deliver the services shall remain property of Dotmac technologies at all times.

**SERVICE LEVEL TARGET**

The service shall be available 24/7 with a committed uptime of 98% per month. When monthly target is falls below committed uptime the following shall apply to your next month subscription;

**Level Credit**

95% but < 97%	2% penalty
92% but < 94%	5% penalty
89% but < 91%	8% penalty
86% but < 88%	12% penalty
83% but < 85%	15% penalty
Below 82%	20% penalty

**NB: By accepting this quote, you are accepting our service level agreement (SLA) conditions**