

# DESCRIPTION OF SERVICE LEVELS

## 1.1 Introduction

This document describes the service levels associated with the provision of services agreed with you.

## 1.2 Help and communication

This document contains information about service requests, changes, and incidents, among other things. These are processes that can be initiated by a report from you. In this document, we refer to information about how to make such a report for specific topics.

We use the [KVK status page](#). Here you will find:

- information about the current status and history of incidents relating to the service in question;
- information about planned maintenance;
- information, as far as possible, about urgent maintenance and unforeseen maintenance;
- substantive information messages;
- changes.

If you wish to receive these messages, you must register for the [KVK status page](#). This is the only way to receive this information. We therefore strongly recommend that you register. This will ensure that your organisation is kept directly and actively informed of the above matters. So, it is very important that you take this step.

We understand that you may also wish to contact us by telephone. For example, if you want to discuss a report that you want to make or have made to us. Or perhaps you simply have a completely different question. That is why we remain available by telephone. You can reach us by telephone from Monday to Friday between 8:30 and 17:00 hours on 088 585 30 30 (Service Desk). We aim to answer incoming calls within 30 seconds.

## 1.3 Service requests

A service request is a request for support or information about the service. Questions and requests can be emailed to [servicedesk@KVK.nl](mailto:servicedesk@KVK.nl). We expect to handle this within 5 working days.

## 1.4 Changes

A change is the addition, modification, or removal of the operation, structure, or content of the service offered.

If a change has an impact on your organisation, we will inform you in a timely manner. This will allow your organisation to anticipate the change in a timely manner. What constitutes 'timely' depends on all relevant circumstances, including the impact and how long KVK has been providing the services. This may vary from service to service. KVK understands that some insight into this context is desirable. KVK applies the following notification periods as a starting point:

- 12 months if a product is being completely phased out (and possibly replaced by another product afterwards);
- 6 months in the event of a major impact on your organisation;
- 3 months in the event of minimal impact on your organisation;
- 2 months in the event of tariff adjustments.

Changes without technical impact or changes with minimal impact may be implemented without notice. KVK always weighs up the interests of customers to assess whether it is still necessary to observe a notice period or, for example, to include information on the [KVK status page](#).

## 1.5 Incidents

An incident is an unplanned interruption or reduction in the quality of the service provided.

KVK strives to proactively report incidents via status messages and mentions on the [KVK status page](#). You may notice an incident that has not yet been reported. It is important that you report this incident so that we can resolve it. Incident reports can be emailed to [servicedesk@kvk.nl](mailto:servicedesk@kvk.nl) for processing. For incident reports after 17:00 hours, please use the form on the [KVK Developers Portal](#). We will process these reports on the next working day.

The KVK determines the priority of the incident. We have three priorities with the following recovery times.

Priority	Function recovery time
P1: The provision of services by KVK is seriously disrupted	<ul style="list-style-type: none"><li>• 95% of incidents resolved within 4 hours</li><li>• 100% resolved within 1 working day</li></ul>
P2: The provision of services by KVK is experiencing limited disruption	<ul style="list-style-type: none"><li>• 95% of incidents resolved within 8 hours</li><li>• 100% resolved within 2 working days</li></ul>
P3: minimal disruption to the provision of services by KVK	<ul style="list-style-type: none"><li>• 40% resolved within 1 working day</li><li>• 60% resolved within 3 working days</li><li>• 95% resolved within 5 working days</li><li>• remaining incidents resolved as quickly as possible, but not within 5 working days</li></ul>

## 1.6 Service availability

KVK applies the following values for service availability (both technical and functional):

Time period	Service level standard
24 hours x 7 days	99% availability within the period, measured over a period of 90 days.  Scheduled maintenance does not affect the availability calculation.

## 1.7 Maintenance

KVK reports the following on the [KVK status page](#).

- Scheduled maintenance during which we expect the service to remain available. This may occur at any time.
- Scheduled maintenance, with the exception of urgent or unforeseen maintenance, during which the service will be unavailable. This may take place on any working day (Monday to Friday) between 9:00 and 7:30 the following morning, and at weekends. KVK aims to give at least 10 working days' notice of such maintenance.
- An annual maintenance calendar. The KVK aims to publish this before the start of the new calendar year.
- We will announce urgent or unforeseen maintenance that renders the service unavailable as soon as possible and, if possible, immediately.

## 1.8 Limit on the number of queries

KVK applies a limit to the number of queries. For further information about the limits, please refer to the technical pages of the products, under the frequently asked questions.

KVK API frequently asked questions on the [KVK Developers Portal](#).

KVK Dataservice [frequently asked questions](#).

## 1.9 Changes

KVK has the right to unilaterally change this document and its provisions. If KVK changes (part of) this document, it will make this document available to you again.