

SLA – Support Services and Service Availability

1 DEFINITIONS

“**Agreed Availability**” shall mean that the Service is available 24 hours per day 7 days a week except for Planned Maintenance and is measured in hours per month.

“**Basic Period**” shall mean weekdays (Monday – Friday) 08.00 – 16.00 (17.00 in Sweden) CET. For public holidays in Sweden and/or Norway, the base period may be reduced.

“**Downtime**” shall mean any period of time the Customer cannot use the Service and is measured in minutes per month within the Agreed Availability.

“**Response time**” shall mean the time from which the Supplier is notified of an Incident to the point in time when the Supplier starts working to resolve the Incident.

“**Incident**” shall mean an unplanned interruption to the Service or reduction in the quality of the Service reported by the Customer or automatically detected and reported by the supplier.

“**Scheduled Maintenance**” shall mean pre-scheduled maintenance outages rendering the Service unavailable and is measured in hours and/or minutes per month.

“**Resolution**” shall mean a permanent solution, a temporary solution, a workaround, or an action plan which shall define expected timeframe for solution.

“**Resolution Time**” means the time from which the Supplier is notified of an Incident to the point in time when the incident has a Resolution.

“**User Support**” Assistance and help to enable correct and efficient use of the service(s) – not including more time-consuming training and consulting services.

2 SERVICE AVAILABILITY – SLA

The supplier is responsible for maintenance of the Service and strive to have the Service available to the customer 24 hours a day with general availability of 99.5 % or better within Agreed Availability on a monthly basis.

Service availability is calculated as the average over 30 days for each calendar month. When uptime is less than 99.5% (excluding scheduled maintenance), the Customer is entitled to put forward a request for refund according to the table below. If the Customer does not send a request within 3 months of the assumed error the Customer will lose the right for a refund.

Uptime %	Refund of monthly fee
98.00% – 99.49%	10 % refund
95.00% – 97.99%	30 % refund
90.00% – 94.99%	60 % refund
<90.00%	100 % refund

3 SUPPORT & INCIDENT MANAGEMENT

The Supplier will maintain a center for support and incident reporting. Registered users of the Service have access to the support center.

User Support are available via chat, email and phone during the defined basic period. In addition, knowledge base articles and FAQ databases of common and known issues are available through the company support pages on internet.

An emergency number is available for reporting of severe incidents or service disruptions that occur outside the defined base period. Up to date information will be available on the company support pages on internet.

Extended level of support (24/7) is available as an optional service to the standard Agreement.

Incident priority classifications is defined as below:

- Priority 1 (Critical): Service is not available for large number of users and/or has significant impact to perform normal business.
- Priority 2 (High): Service is not available for limited number of users and/or has direct impact to perform normal business.
- Priority 3 (Low): Incident has little impact on normal business and is not time sensitive.

The following table describes the Response Time and Resolution Times:

Incident	Response Time*	Resolution Time*
Priority 1 (Critical)	1 Hour	4 Hours
Priority 2 (High)	2 Hours	8 Hours
Priority 3 (Low)	4 Hours	In future release

** All times are measured within the Basic Period*

If failure to meet the agreed service levels continues for more than five months during any 12-month period, then the Customer shall within thirty (30) days of such failure have the option to terminate the Agreement, in whole or in part.