

Nordic IT Service Level Agreement

1. How to Contact Support:

Telephone during Standard Support Hours:

+45 39403997 – Denmark

+65 6221 4277 – Singapore

Email: support@nordic-it.com

!! Customer must call for Urgent and High support requests. Response time commitments do not apply to Urgent or High requests submitted via email.

2. Support Hours:

Denmark: Monday – Thursday from 8:30 a.m. to 4:30 p.m. and Friday 8:30 – 4:00 p.m. (GMT+1)

Singapore: Monday – Friday from 9:00 a.m. – 6:00 p.m. (GMT +7)

Excluding holidays in the relevant jurisdiction and other Nordic IT support holidays;

Urgent after-hours support is available via the Hotline service – a separate subscription that costs \$100 per month + a fee for using it (according to valid price list)

3. Response Times: Nordic IT will use commercially reasonable efforts to respond to support requests no later than the time shown for each on Severity level:

Severity	Response Time	Description; example
Urgent	15 min	An error has caused a catastrophic failure of the Software that has rendered the entire system unusable. (i.e. complete system outage)
High	1 hour	An error has caused a failure of the Software that severely impacts one or more critical functions of the Software. (daemon(s) failed, no data collection, UI not accessible, etc.)
Medium	48 hours	An error in the form of a bug or administrative issue is preventing a non-critical Software function from working. (for example, an error running report)

Low	5 days	An error in the form of a bug or administrative issue that makes a function of the Software difficult to use, but some workaround is known.
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An “error” means a failure of the Software to conform to published specifications.

Nordic IT will honor the Customer’s reasonable severity level designation if Customer states one as part of the request or will assign a severity level based on the information provided by Customer. If a request is made via e-mail, the severity level requested must be listed in the subject of the email.

5. Availability. The Hosted Software Services will be available 99.5% of the time during each calendar quarter, excluding reasonable downtime for Excused Maintenance, as defined below. The Hosted Software Services are unavailable if a core feature of the Services is unavailable or severely degraded. The “core” features of the Services are the ability to process email using the Services and do not include administrative features such as access to account management or reporting features. Unavailability is measured from the time the Customer reports the unavailability and ends when Nordic IT has restored availability. Customer’s inability to access the Hosted Software Service due to issues with Customer’s systems (such as problems with power or network) are not included in the availability calculation. If the Hosted Software Service is not available 99.5% during any calendar quarter (i.e. January 1 – March 31, April 1 – June 30, July 1 – September 30, October 1 – December 31) then Customer is entitled to a credit equal to a percentage of the fees for the quarter period in which the availability commitment was not met as shown in the table below:

Availability %	Credit
99,3 – 99,5	5%
98,6 – 99,2	10%
98,1 – 98,5	15%
97,7 – 98,0	20%
96,8 – 97,6	25%
95,1 – 96,7	30%
Lower than 95%	40%

Customer must request a credit in writing within ten days following the end of the quarter in which the availability commitment was not met. The credit will be applied to the invoice issued after the time that Nordic IT has evaluated the credit request and determined that a credit is due, or if a credit is due to Customer after the expiration or termination of the Agreement, Nordic IT will refund Customer the amount of the credit. The credit is Customer’s **sole and exclusive remedy** for Nordic IT’s failure to meet the availability commitment stated in this SLA. Nordic IT is not required to apply a credit if any fees due from Customer are overdue or if Customer’s account has been suspended or terminated for Customer’s violation of the Agreement. Time periods are measured with reference to time stamps in the Nordic IT system or other reliable Nordic IT records.

6. Excused maintenance: Unavailability due to any of the following is not included in the measurement of unavailability: (i) Customer’s unauthorized changes to Customer’s Services configuration; (ii) maintenance by infrastructure services provider (e.g. Microsoft); (ii), Nordic IT

maintenance announced at least five (5) business days in advance) that does not exceed sixty (60) minutes per month; (iv) Nordic IT maintenance scheduled in advance with Customer; and (v) Nordic IT emergency maintenance needed to address an unforeseeable event or vulnerability, which such emergency maintenance does not exceed sixty (60) minutes per month.