

Nordic IT Service Level Agreement

1. How to Contact Support:

Telephone during Standard Support Hours:

+45 39403997 – Denmark

+65 6221 4277 - Singapore

Hotline for urgent support during off hours (extra fees may apply):

+45 4422 6400

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 from 8:30 to 4:00 p.m. (GMT+1)

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

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

Urgent after hours support available via Hotline service; additional fees may apply if Customer has not pre-purchased Hotline support.

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.

An “error” means a failure to 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 availability commitments stated in this Section apply only to Hosted Software Services, and exclude unavailability to the extent arising from a failure of third-party infrastructure services, such as AWS. The Hosted Software Services will be available 99.5% of the time during each calendar month. 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 Customer reports the unavailability and ends when Nordic IT has restored availability.

6. Unavailability Caused by Third Party Infrastructure Provider: On Customer’s request, and as Nordic IT’s sole obligation for unavailability of the Hosted Software Services resulting from a failure of a third-party infrastructure services provider, (such as compute, storage, database) Nordic IT will use reasonable efforts to obtain any credit that may be available from the third party and will pass the credit through to Customer if one is awarded.

7. 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. AWS); (iii), 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.