

THE RELEVANT SERVICES

This Service Level Agreement (SLA) specifies the hours of support services, the service levels and the sanctions related to the relevant services. This SLA may be subject to changes over time, due to the Customer's needs or new applications and services. This agreement applies to the maintenance and platform services for the SiteDrive software. The scope of the maintenance covers all SiteDrive software used by the Customer.

SERVICE LEVEL

The support service of the SiteDrive software complies with the following service level:

Response time

- Critical = 1 working day
- Serious = 2 working days
- Minor = 3 working days

Solution time

- Critical = 2 working days
- Serious = 5 working days
- Minor = next version

Service hours

- Weekdays 9:00 a.m. – 4:00 p.m.

Reception of support requests 24/7 (info@sitedrive.fi)

The support service can be contacted with the Helpdesk software or by phone.

Response time means the time that passes between the submission of the request and the start of its investigation. **Solution time** means the time taken for the problem to be removed or for a workaround to be devised.

The priority of events is determined according to the impact of the event and the criticality of the business process. **A critical error** prevents the use of a function completely. **A serious error** causes unreasonable inconvenience to business operations. **Minor errors** are cosmetic in nature or issues that are easy to work around.

From a general point of view, it is noted that critical and serious errors involve functionalities related to money and working hours. There is an error in the software if it does not, in material parts, work as agreed or as intended. The lack of a feature does not constitute an error..

If the platform service is not available for reasons attributable to SiteDrive, the case involves a critical error and the investigation work will be initiated immediately.

Regarding critical and serious errors, we will release a batch fix once the fix is ready. The batch fix will be cumulative and include all fixes prior to the current version. In a continuous release, the new releases will also include fixes.

For minor errors, fixes will be implemented either in connection with a continuous release or in the following version.

SANCTIONS

In the event that SiteDrive is unable to maintain the response time of the service as described in this SLA with regard to critical and serious errors, the Customer is entitled to a discount on the maintenance services as follows:

Sanction equivalent to the service level

96–100% = 0%

51–95% = 10%

1–50% = 15%

0% = 25%

The length of the monitoring period is one (1) month. The sanctions will not apply if the number of support requests from the Customer remains below five (5) in a month. The sanction is calculated from the service fee of the monitoring period. If the investigation of the error involves a third party, these are not included in the service level indicators.