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Appendix 2
Service Level Agreement
(Version 08.03.2023)

1. Objective
This document outlines the Service Level Agreement (hereinafter the SLA) between the Supplier and the Client regarding the Hosted Services. The SLA shall apply to all Hosted Services provided to the Client. The Supplier is committed to providing a highly available and secure platform to support the Client. It is a priority to the Supplier to provide the Client with consistent access to the Hosted Services. The SLA is the basis for the Supplier's commitment as it outlines the Client's rights and remedies if the Client experiences interruptions of service due to failure within the Supplier's infrastructure. The SLA will enter into force after the official launch date of the Hosted Services.

2. Availability
The Supplier will use commercially reasonable efforts to make the Hosted Service available with an uptime of 99.8% of each calendar month.

The calculation of uptime will not include unavailability to the extent it is caused by:
- (a) Maintenance Time
- (b) Client's own Internet service provider
- (c) Force Majeure event
- (d) Any systemic Internet failures
- (e) Any failure in the Client's own hardware, software, or network connection
- (f) Client's bandwidth restrictions
- (g) Client's acts or omissions
- (h) Anything outside of the direct control of the Supplier

The Supplier uses a proprietary system to measure whether the Hosted Services are available, and the Client agrees that this system will be the sole basis for resolution of any dispute that may arise between the Client and the Supplier regarding this Service Level Agreement.

Availability is calculated based on the following formula: $A = (T - M - D) / (T - M)$ x 100%

A = Availability
T = Total Monthly Minutes
M = Maintenance Time
D = Downtime

On request, the Supplier will deliver a standard report on measurements to document the overall availability of the Hosted Services.

3. Scheduled maintenance
The Supplier will notify the Client about the date and time that the Supplier intends to make the Hosted Services unavailable no later than 5 (five) days in advance. Scheduled maintenance will typically take place within the time frame 22:00-06:00 CET / 10:00 PM – 06:00 AM CET.

A single planned maintenance takes an average of around 5-10 minutes to complete. During maintenance, the Client can experience longer response times from the Hosted Services. Only in rare cases will the Client experience any actual downtime. On a monthly basis, the total duration of maintenance will not exceed 120 minutes.

The Client understands and agrees that there may be instances where the Supplier needs to interrupt the Hosted Services without notice to protect the integrity of the Hosted Services due to security issues or other unforeseen circumstances. During those instances the Client will receive a notification via the Client system status page (https://status.relesysapp.net).

4. Product updates
The Supplier is continuously working on new features and improvements to the Hosted Services. New updates are released on average bi-weekly. The Client can subscribe to receive release notes by e-mail. In case the release is expected to make the Hosted Services unavailable the Supplier will follow the notice period described under "Scheduled Maintenance".

5. Device minimum requirements
To ensure a satisfactory user experience when interacting with the Hosted Services, the Client's end users are expected to meet the following minimum device requirements:
- Internet connection with min. 5 Mbit bandwidth (10 Mbit or higher is recommended)
- Smartphones with iOS (9+), Android (5.0+)
- Desktop computer (PC/Mac) with browser (Chrome 51+, Safari 10+, Firefox 54+, Edge 16+)

6. Service latency
The Hosted Services will process HTTP requests in no more than 3 seconds at the 80th percentile from the time the Hosted Services receives the request to the time the Hosted Services attempts to transmit the content back to the calling application.

This service latency only applies to "Qualified Content", which means requests that are:
- less than 1 MB HTTP GET request and response.
- not related to streaming applications.
- not subject to bandwidth management rules (e.g. QoS enforcement)
- resulting from a reasonable level of consumption.

This service latency does not apply to hosted services used by Relesys "PRO" modules due to higher complexity and individual configuration per client. The following table outlines the average response times.

Area	Average response time
All requests (all modules and services)	0.3 sec
Loading the app	1.5 sec
General modules	0.6 sec
PRO Modules	1.2 sec

The Supplier is committed to providing the response times (e.g., page loads) within what is reasonably expected. The experienced load time per user will be experienced individually based on device configuration, internet connection, system access permissions, etc. If the Client regularly experiences decreased performance on the provided services, this should be reported to the Supplier for further investigation.

7. Support availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 09:00- 17:00 / 09:00 AM-05:00 PM (GMT+1) Monday – Friday.
- Email support: Monitored 09:00- 17:00 / 09:00 AM-05:00 PM (GMT+1) Monday – Friday.
- Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day.
- Phone calls outside office hours and on weekends should be directed to the Relesys Operations Center.

8. Knowledgebase

Users with access to the Management Portal will be able to view the content of the Support and Knowledgebase provided by the Supplier. All relevant contact information and documentation will be available through the Knowledgebase.

9. Support requests

Support requests shall be directed to the Relesys Shared Support, which is monitored during normal office hours.

> Support Email: support@relesys.net
> Support Phone number: (+45) 5356 5069

In case of incidents that require timely assistance from the Supplier, support request can be addressed to the Key Account Manager / Project Manager appointed to the Client either by phone or by e-mail.

When submitting a support request the Client must supply information about the affected services, the time of the incident, the severity of the issue and a detailed description of the incident to enable the Supplier's Support team to handle the request efficiently and effectively. The Client's contact information is required if the Supplier's Support team need more information to handle the request. After the Client has sent a support request via e-mail, the Client will automatically receive a support ticket in return as confirmation of the receipt of the request.

On incidents that require immediate help the Client must always contact the Supplier directly by phone.

The Client will be able to select a named list of employees to have access to the Supplier support system. The Supplier only handles second level support on Hosted Services and the Client's Project Manager will be responsible for controlling the usage of the Supplier support system. The Client's project team must handle all internal requests about the Hosted Services and only forward requests on incidents to the Supplier, when they are covered by this SLA.

The Supplier generally offers free support. To receive free support the Client's Project Manager must have participated in a training course on how to administrate the basics of the app and manage the portal.

Special requests and customizations to an existing solution will be subject to additional costs for the Client. If the Client claims a defect and subsequently it appears that the defect is not due to the Hosted Services, the Supplier has the right to compensation for the documented time used to investigate the defect.

10. Operations center

The operations center manages all operations and monitors the Hosted Service provided to the Client. Outside normal office hours, the operations center will handle all support requests on critical incidents (severity 1+2).

Operations Phone number   (+45) 30 14 87 12

All requests will be answered by a member of the operations team and actions to handle the incident willbe started ASAP or within max. 2 hours.

11. System status page
The Supplier provides all clients with an online status page showing the current system status on critical services provided. If the Supplier experiences changes to the operational status of a single service, the page will be updated to reflect the status. Clients can subscribe to receive updates from the system status page.

The status page is available from the following address: http://status.relesysapp.net

12. Problem Response Time
The response time per incident will vary upon the degree of severity defined below:

Severity	Criteria	Response Time
1 – Critical	Unplanned interruption rendering the Services unavailable; no workaround	15 Minutes
2 - High	Unplanned interruption rendering the Services unavailable; workaround available	1 Hour
3 – Medium	Services are unavailable for a single User or a small percentage of users affected	4 Hours
4- Low	Intermittent problem	8 Hours

13. Remedy and Procedure

If there is a verified failure of a Hosted Services to meet Target Availability in two () consecutive months, the Client is entitled to receive compensation on the Monthly License Fee equivalent to the downtime period.

The compensation is calculated based on the following formula:

Compensation $= (M / N) * (D / 24)$

M = Monthly Licenses Fee

N = Number of days in the month

D = Downtime (hours)

The Client's remedies and the procedures for obtaining the Client's remedies if the Supplier fails to meet the Target Availability set forth above are as follows:

To qualify for remedy:

(i) There must be a support ticket documenting the event within 24 hours of the experienced service interruptions.

(j) The Client account must be in good standing with all invoices paid and up to date.

The Client must notify the Supplier of the invocation of remedy in writing within five (5) business days by opening a support ticket (the Claim Notice) and providing the following details:

- List the type of Hosted Service that was affected.
- List the date the Downtime Minutes occurred.
- List specific or group of users affected by Downtime Minutes.
- List and estimate of the amount of actual Downtime Minutes.
- Ticket number of the documented event.

The Supplier will confirm the information provided in the Claim Notice within five (5) business days of receipt of the Claim Notice. If the Supplier cannot confirm the Downtime Minutes, then the Client and the Supplier agree to refer the matter to executives at each company for resolution.