

# Support Service Level Agreement

This service level agreement (SLA) describes the support service levels regarding provided by Cloudmore AB (Cloudmore). Cloudmore shall use commercial best efforts to provide continuous and consistent service with respect to this SLA. Such notice shall be posted on the Cloudmore Support Centre.

## 1. Cloudmore Support

- Cloudmore Support Desk provides a single point of contact for Customers and is available for the purpose of the reporting of incidents and the handling of enquiries from the Customer.
- During Business Hours, all Severity Level incidents will be responded to.
- During Non-Business Hours, incidents or enquiries shall be taken, but the restoration time shall not commence until the next period of Business Hours. All incidents should be logged by emailing Cloudmore support.
- Where the Support Desk identifies that a specific query relates to the use of an associated product rather than the Service, the Support Desk reserves the right to refer the Customer to the appropriate website that details relevant technical or training information.

## 2. Reporting

- Upon request, and in line with the commencement of each SLA Report Period, the Support Desk shall provide the Customer with a report detailing:
  - service availability;
  - incidents reported;
  - severity level of incidents;
  - incidents resolved; and
  - resolution time for each incident.

### 3. Service Availability Incident Management

- On receipt of a notification of a fault with the Service or a request for assistance, an initial assessment shall be immediately undertaken by Cloudmore, an incident reference provided and a severity level discussed and promptly agreed with the Customer. The Customer should retain a record of the incident reference which, in the event of a claim under the Service Level Guarantee, must be quoted as detailed below.
- Cloudmore shall provide the Customer with progress updates as defined in this document
- Up to date information on all Severity Level 1 and Level 2 incidents will be available at the Cloudmore Support Centre

### 4. Severity Levels

Cloudmore sets a priority for each support case based on impact, severity and urgency. Cloudmore assigns the highest priority to inquiries related to the servers' unavailability. Such inquiries are addressed immediately upon notification.

Priority	Description	Resolution work start	Status updates	Resolution Target
1	General Service unavailability	15 minutes *	30 minutes	2 hours *
2	Outages that keep several accountholders from being able to access one or all of the Services	1 hour *	1 hour	4 hours *
3	Outages that keep a single accountholder from being able to access one or all of the Services and situations that slows several accountholders response times or limits the function of one of the Services	4 business hours	N/A	8 hours *
4	Situations that slows an accountholders response time or limits the functions of one of the Services	8 business hours	N/A	48 Hours *
5	General questions or requests for enhancement	12 business hours	N/A	5 Working days

\*=Business Hours

END