

Service Level Agreement Avonova Digital

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1. Purpose

The purpose of the SLA Agreement is to specify the level of service such that both parties have a common understanding of the expectations concerning quality associated with it. The SLA Agreement also describes the measures that shall be taken if the quality of service does not match the defined expectations. The SLA Agreement is a part of, and must be viewed in the context of, the main agreement.

2. User support

The Provider shall ensure that the Customer has access to user support (helpdesk) between 0800 and 1530 hrs, Monday to Friday.

3. Availability guarantee

The standard guaranteed availability is set at 99%.

Uptime is measured over a calendar month (30 days). Average uptime is measured using the following formula:

$$\text{Availability} = (1 - (N - P) / D) \times 100$$

P: Downtime in connection with scheduled work in accordance with the maintenance plan for the solution (maintenance window)

D: Production time in minutes – total minutes in specified service period

N: Downtime in minutes – the time during which the solution has been unavailable and this is due to circumstances for which the Provider is responsible, i.e. not force majeure or other circumstances beyond the Provider's control and not the circumstances due to the Customer. This includes Downtime (P) in connection with scheduled work.

3.1. Operation guaranteed response time:

The provider can be contacted by telephone on +47 48080808 and via email at kundesenter@avonova.no in Norway and +46 10 25 26 006 and via email kundtjanst@avonova.se in Sweden - period: Business days 08:00 - 16:00.

Critical

Response time: 15 minutes

Remedy period, resolution time: Continuously until the error has been remedied. Target of a maximum of 2 hours.



Serious

Response time: 30 min

Remedy period, resolution time: Continuously until the error has been remedied. Continuously until the error has been remedied. Target of a maximum of 4 hours.

Less serious:

Response time: 1 hour

Remedy period, resolution time: Within normal business hours

Period: Business days 16.00-08.00 and weekends:

Critical:

Response time: 8 hours or 10.00 the next business day

Remedy period, resolution time: Continuously until the error has been remedied. Continuously until the error has been remedied. Target of a maximum of 4 hours.

Serious:

Response time: 8 hours or 10.00 the next business day

Remedy period, resolution time: Continuously until the error has been remedied. Continuously until the error has been remedied. Target of a maximum of 8 hours.

Less serious:

Response time: 8 hours or 10.00 the next business day

Remedy period, resolution time: Within normal business hours

3.2. Backups

The Provider shall make backups/security copies of all data files once per day.

If data has to be reconstructed, the Provider will be responsible for remedying any errors and/or losses that result from circumstances for which the Provider is responsible. If data has to be reconstructed as a result of circumstances for which the Customer is responsible, then a special agreement may be entered into with the Provider regarding the delivery and cost of such a service. The Provider is not obliged to offer such a service.



3.3. Definitions

- **Critical:** All or significant parts of the operating service are unavailable
- **Serious:** Some critical functions do not work or work with a poorer response time than agreed
- **Less serious:** Non-critical functions do not work, poorer response time than agreed
- **Remedy period:** The period during which error remediation is in progress.
- **Response time:** The time from an enquiry or notification of a non-conformity arriving at the Provider until processes for handling the case or restoring the service have been initiated, and the Customer has been informed that the case has been received and error remediation has begun. Such a notification shall contain the status of the error situation and the estimated resolution time.
- **Downtime period:** The sum of the periods of time, measured per month, from the Provider being made aware of downtime until the error has been remedied. Resets every subsequent month.
- **Downtime:** A significant part of the website and its functionality are not available to the Customer's customers.
- **Uptime:** The time within the period of availability during which the Provider undertakes to ensure that the service is available for production. Uptime is expressed as a percentage of period of availability, ref. the formula described above.

