

Nepton system standard service level

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1. Purpose of this attachment

This attachment defines the process of creating system incidents, response times and availability for the Nepton service. This attachment describes service level regarding the system. Other services

This attachment is valid for Nepton direct customers and partners. Each partner provides their own SLA-model for their own customers.

Nepton is not responsible to pay compensation on force majeure -situations caused by third parties or natural events.

According to this attachment, Nepton is not responsible for paying compensation on possible deviations regarding response times, performance, or availability. Customers and partners retain the right to order a separate compensation-including **elevated SLA** attachment and take it into use.

2. Incident reports to customer service

Incident reports are sent to the Provider's customer service. On technical issues the Customer will report their view on the incident criticality and urgency. Provider will inform Nepton customer service of the incident.

3. Correction of reported errors

Nepton customer service defines the type and criticality of reported errors.

In case the correction requires development changes to the Nepton platform to avoid further issues, the error will be managed according to standard change, testing and release process. Nepton is however mandated to investigate possible workarounds (ITIL Workaround) so that customer operations are as minimally impacted as possible with regards to error criticality. Requirement for development work does not release Nepton from any agreements regarding response times and compensations.

4. Error priority and resolution time

Critical	Resolved within four (4) hours
Urgent	Resolved within one (1) full workday
High	Resolved within five (5) full workdays
Medium	Resolved in the next major service version

Low Resolved in the later major service version

Critical error fully blocks customer from using the service.

Urgent error either blocks customer from using some aspects of the service or entails significant negative impact to standard operations of the customer. For example, this priority is applied on the situations where creating events is blocked or salary system integrations are not operational.

High error either leads to wrong results or entails high negative impact to standard operations of the customer. For example, this priority is applied on the situations where there is an error in worktime calculations, which affects big group of people.

Medium error deviates from standard functionality or user interface of the service, but in a manner, in which impact to customer operations is limited or in which workaround has been identified.

Low error has cosmetic or minimal impact to customer operations.

Major service versions are released every two months.

Resolution time is calculated from the time when the error has been waiting for Customer Service's response. Time when the error has been waiting for Customer reply, or additional information, is not calculated into resolution time.

5. Change requests

Change requests describe possible changes to service functionality or new features. Change requests are not covered by SLA and resolution times are not applied to change requests until the change request have been implemented. Realization of change requests is always agreed separately between customer and provider.

6. Maintenance windows

Possible maintenance activities will be performed during pre-notified maintenance windows, typically during night-time, so that impact to customer operations is minimized.

7. Service availability

Service is highly available.

Customer can encounter network errors which are not controllable Nepton. Nepton is not responsible for such network errors of the customer.

Service availability is measured by automatically loading various pages of the service. This measurement is performed via external monitoring service on frequent basis at least 100.000 times per month from monitoring points located in several different countries. Measurements are not performed during pre-notified maintenance windows.

Availability monitoring does not track service reports. Load times of such reports vary depending on the amount of data being reported.

Service availability % is calculated with following formula

Availability % = (Service hours – Planned maintenance windows – Unavailable hours) / (Service hours – Planned maintenance windows) * 100

Where **service hours** = the time when the service should have been usable for the Customer. This is 24/7.

Where **Unavailable hours** = the time outside the planned maintenance windows when the service has not been accessible. This includes the time when Nepton's SLA availability measurement indicates that page loads take more than 5 seconds, or the fault affecting accessibility due to Nepton reported by the Customer is not resolved

Service availability per month is at least 99,8 %.

8. SLA tracking

Nepton tracks SLA realization on a monthly basis. Tracked metrics are error resolution times and service availability. Results are gathered after each month has concluded. The Customer has the right to request the latest SLA report from the provider.