

# SERVICE LEVEL AGREEMENT

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## 1. Purpose of this attachment

This attachment defines response times and availability for the Nepton service and associated customer service. Standard measurement practices are also defined.

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

## 2. Service provider responsibilities regarding customer service

Customer service answers customer queries and provides solutions to customer requests regarding service use, possible corrections and change requests. In case of change requests these SLA terms are not applicable until the change request have been implemented.

## 3. Requests to customer service

Customer must initiate request via email or phone. In case of error reports customer must also define tentative opinion of the error criticality and priority.

Service request has been received when customer service has created the work description ticket to the service request tool.

The requester can at any point query customer service on ticket type, defined priority and completion estimate. Answers to such query will be delivered via email.

## 4. Correction of reported errors

Customer service defines the type and criticality of reported errors. Customer has the right to expedite the resolution and raise the criticality priority to be re-evaluated by the named account director of the provider.

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. The provider 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 provider from any agreements regarding response times and compensations.

## 5. 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.

## 6. 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.

## 7. Service requests

Service requests are queries and work orders regarding the service itself. Service request are not part of SLA.

Customer can suggest the service request priority when making the request, which is considered by the Customer service when deciding service request priority. In this case the priority of the service request is evaluated based on error priorities and the service request is considered as part of the SLA.

## 8. 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.

## 9. Service availability

Service is highly available.

Customer can encounter network errors which are not controllable by the provider. Provider 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 0-100 % is calculated by dividing number of successful page loads with number of all page load attempts. In case the average page load time during the month has exceeded five seconds, the service availability for that month is categorized to be 0 %.

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

## 10. SLA tracking

Provider tracks SLA realization on monthly basis. Tracked metrics are error resolution times and service availability. Results are gathered after each month has concluded. Customer has the right to request latest SLA report from the provider. Frequent delivery of SLA report to customer can be separately agreed upon.