

1 Background

This Service Level Agreement ("**SLA**") between Sana Labs AB ("**Sana**", "**us**", or "**we**") and the Subscriber, which is the legal entity that has entered into a Service Order Form with Sana ("**Subscriber**"), governs the use and provision of the Services, as defined in the [MSA](#) or Service Order Form. Unless otherwise provided herein, this SLA is subject to the provisions and definitions of the Agreement between the Parties.

2 Definitions

"Availability" means the Sana Platform is accessible and performs according to the Agreement twenty-four (24) hours a day and seven (7) days a week per annum;

"Maintenance" means scheduled downtime of the Sana Platform. Sana will use best efforts to conduct Maintenance during off-peak hours and will provide Subscribers at least 24 hours written notice in advance of any upcoming Maintenance;

"Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the calendar month in which the Sana Platform was Unavailable. Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any SLA Exclusion;

"Sana Platform" means the web-based platform made available to you as part of your Purchased Services under a Service Order Form;

"SLA Exclusions" means the circumstances where our Service Commitment does not apply as stated in section 18 of this SLA;

"Service Credit" means a credit denominated in this Agreement's denominated currency, calculated as set forth below, that we may credit back to an eligible account; and

"Unavailable" and **"Unavailability"** means when your Service on the Sana Platform is not running or not reachable due to Sana's fault.

3 Support Terms

3.1 We are committed to delivering an exceptional customer support experience along with our world-leading platform. Our support obligations to you are to ensure that we continuously deliver an exceptional experience using our products.

3.2 Our objective is simple: we want to give you and your users the best experience imaginable. Our priorities are to:

- Address your support needs in an expedient and sufficient manner;
- Create a positive user experience;
- Prioritize your issues by importance and time-to-solve;
- Establish transparency and expectations on a timeline to resolution; and
- Capture feedback and suggestions for how to make our product and services even better.

3.3 With every license subscription for enterprise, business, frontline, education, and government, Sana provides:

- Self-service support
- Pre-sales support
- Billing and subscription management support
- Technical support

4 Self-service Support

Self-service support is available for all plans, and includes troubleshooting tools and videos, help articles, and videos in the [Sana support center](#).

5 Pre-sales Support

Pre-sales support provides assistance on subscription features and benefits, plan comparisons, pricing and licensing, and helps to identify the right solution to meet your business needs. For all pre-sales support related questions, you can email sales@sanalabs.com, or email your dedicated Sana account representative.

6 Billing and Subscription Management Support

6.1 Assistance for billing and subscription management issues is available online or by telephone during local business hours, Monday through Friday. For all billing and subscription management support related questions, you can email finance@sanalabs.com, or email / call your dedicated Sana account representative.

6.2 Here are some examples of billing and subscription management issues:

- Signing up for a pilot or purchasing a subscription;
- Converting from a pilot subscription to a paid subscription;
- Understanding the bill;
- Renewing a subscription;
- Adding or removing licenses; and
- Canceling a paid subscription.

7 Technical Support

7.1 Our Sana support team handles all technical support and is available per the following support levels of support.

Support Level	Sana support team availability
Level 4	Monday through Friday (except applicable Swedish Bank Holidays and US National Holidays). Business hours are defined as 08:00–18:00 CET, Monday through Friday for European partners and 09:00–20:00 ET for US partners.
Level 3	Monday through Friday (except Swedish Bank Holidays). Business hours are defined as 08:00–18:00 CET, Monday through Friday.

Level 2	Support during weekends and Swedish Bank Holidays.
Level 1	24/7, 365 days a year.

- 7.2 Subscriber may initiate technical support at any time by email at support@sanalabs.com.
- 7.3 Sana support teams can provide support in Swedish and English. If additional translation assistance is required, Sana support teams will remain on the line and arrange for a translator to join the call.

8 Sana Support Team Role

- 8.1 The role of the Sana support team is to:
- (a) Troubleshoot and provide technical guidance for Subscriber issues and escalations;
 - (b) Gather and validate information related to specific service requests;
 - (c) Provide issue coordination and resolution management;
 - (d) Maintain communication with the administrators to help ensure that issues are addressed on an ongoing basis;
 - (e) Provide assistance with licensing, invoicing, and subscription inquiries;
 - (f) Provide assistance with purchasing and trial inquiries; and
 - (g) Continually gather user feedback on how to improve the service through surveys.
- 8.2 Sana does not provide support with hardware and systems that do not meet our technical specifications. While we are happy to help, we are not responsible for issues outside of our control such as user error, problems we are unable to reproduce, and third-party hardware/software.

9 Sana's Obligations

- 9.1 Our obligations to provide support services is conditioned on the Subscriber: (a) paying all applicable fees to Sana when due; (b) having valid access to the products; (c) providing Sana with all reasonable assistance and providing Sana with data, information and materials as reasonably necessary; (d) procuring, installing and maintaining all equipment, communication interfaces, and other hardware and software necessary to access the products; and (e) providing appropriate contact information for all authorized support contacts.
- 9.2 Sana does not have any obligation to provide support services with respect to any: (a) support issues that arise out of or relate to breach of the Agreement; (b) support issues that are outside of Sana's control; (c) enhancement requests; (d) support issues that are the Subscriber's responsibility, as set forth in the Agreement; or (e) support issues that arise out of any non-Sana feature(s), program(s), device(s), and/or data.

10 Subscriber's Obligations

10.1 Our priority objective is to help resolve your support needs in an expedient and sufficient manner. To help us reproduce, diagnose, and troubleshoot your issue when you request support, we may ask you for any or all of the following information:

- Your organization name and contact information;
- Your username;
- The browser which you are using;
- A reasonably detailed description of the incident or request;
- Error messages or other notifications generated by the system; and
- A test case or instructions to demonstrate the issue.

10.2 The information we collect for technical support is to solely be used for providing technical support and is governed by our Privacy Notice and Data Processing Agreement.

10.3 It is our responsibility to treat you with respect, and we ask that you do the same when communicating with our employees. Abusive or threatening language will result in the denial of support services, with no further obligation to you.

11 Users' Responsibilities

Users with licensed access are the only ones in the Subscriber's organization authorized to access the products and to communicate directly with Sana about service requests.

12 Service Commitment of 99.95% Uptime

12.1 Sana will use commercially reasonable efforts to make the Sana Platform available with a Monthly Uptime Percentage of at least 99.95% during any monthly cycle (the "**Service Commitment**"). Subject to the SLA Exclusions in section 18, if we do not meet the Service Commitment, you will be eligible to receive a Service Credit. A report of Monthly Uptime Percentage will be provided at status.sanalabs.com to the Subscriber.

12.2 A Monthly Uptime Percentage of 99.95% means that we will do our best efforts to ensure that you will experience no more than 21.54 minutes per month of Unavailability.

13 Service Credits

13.1 Service Credits are calculated as a percentage of the total charges due on your invoice for the billing cycle in which the Unavailability occurred. If the billing cycle is anything other than annual, then the Service Credit amounts to a percentage of the prorated annual fee.

13.2 The Service Credits are applied proportionally to the Sana Platform Services that were Unavailable, in accordance with the schedule below:

- (a) For Monthly Uptime Percentage less than 99.95% but equal to or greater than 99.0%, you will be eligible for a Service Credit of 10% of the charges attributable to the affected resources.
- (b) For Monthly Uptime Percentage less than 99.0%, you will be eligible for a Service Credit of 30% of the charges attributable to the affected resources.

13.3 For example, if the Sana Platform is Unavailable for 22 minutes in a given month, you would be eligible for a Service Credit for 10% of the Service Fee for the month.

13.4 The total amount of Service Credit payable cannot exceed 30% of the License Fee, as stated in the Service Order Form, for the monthly period in which the Unavailability occurs. The Service Credit cannot be applied to non-software fees such as Professional Service Fees. We will apply any Service Credits only against future payments due from you. Service Credits will not entitle you to any refund or other payment from Sana. Service Credits may not be transferred or applied to any other account.

14 Sole Remedy

Unless otherwise provided in the Agreement, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the Services is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

15 Credit Request and Payment Procedures

15.1 To receive a Service Credit, you must submit a claim by emailing finance@sanalabs.com. To be eligible, the credit request must be received by us within sixty (60) calendar days after which the incident occurred and must include:

- the words "SLA Credit Request" in the subject;
- the dates and times of each Unavailability incident that you are claiming;
- the Subscriber name; and
- logs that document the errors and corroborate your claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks).

15.2 If the Monthly Uptime Percentage of such a request is confirmed by us and is less than the Service Commitment, then we will issue the Service Credit to you in the billing cycle following the month in which your request is confirmed by us. Your failure to provide the request and other information as required above may delay you from receiving a Service Credit.

16 Initial Response Times

Sana offers support services with the following initial response times based on the level of priority:

Priority	Issue description	Initial response time	Commitment
Level 4	General request for information, such as user administration, install/move/add/change/delete requests, software installation, and/or product feature development.	40 business hours	Sana will work together with the Subscriber to address requests for information in a timely and commercially reasonable manner.

Level 3	The issue causes a minor loss of service. The impact is an inconvenience that may require a workaround to restore functionality, is a minor error, incorrect behavior, or a documentation error that does not impede the operation of the service.	24 business hours	Sana will work together with the Subscriber to mutually prioritize and schedule a resolution into regular continuous delivery. If no solution is available, Level 3 support technicians will escalate to a lower level.
Level 2	The issue causes an important loss of service. A major function or feature is experiencing a major inconvenience to the Subscriber.	16 business hours	The issue will be worked on until fixed or an appropriate workaround is applied. Updates are provided at the end of every business day. If no solution is available, Level 2 support technicians will escalate to Level 1.
Level 1	The issue causes a complete loss of service across users. Work cannot reasonably continue as the function or feature does not allow completion of work, and platform operation is mission-critical.	4 business hours	The issue will be worked on with the highest priority until fixed or an appropriate workaround is applied. Updates provided every 4 hours.

17 Recovery Time Objectives and Recovery Point Objective

- 17.1 Recovery Time Objective (“**RTO**”): The RTO shall not exceed three (3) days in which business processes and information technology shall be restored following an unplanned event or force majeure event.
- 17.2 Recovery Point Objective (“**RPO**”): The RPO shall not exceed twenty-four (24) hours as the maximum acceptable level of data loss following an unplanned event, such as a force majeure event, or any other business or technical disruption that could cause such data loss.

18 SLA Exclusions

- 18.1 The Service Commitment does not apply to any Unavailability:
- (a) That results from a suspension or remedial action;
 - (b) Caused by factors outside of our reasonable control, including any force majeure event, Subscriber’s internet access, or issues beyond the demarcation point of the Sana Platform;
 - (c) That results from any actions or inactions of you or your third parties;
 - (d) That results from Maintenance; or
 - (e) That results from custom HTML modification or integration with web content.

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- 18.2 If Availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors at our sole discretion.