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This Schedule A defines the scope, service levels, and operating rules for Flinker support plans ("Support Plans"). It supplements the **Flinker Services Terms** (the "Master Terms"). Capitalized terms not defined here have the meaning set out in the Master Terms.

**Applies to:** Enterprise Basic Support Plan, Enterprise Plus Support Plan, Success Hours (if purchased)

## 1. Purpose and Structure

**1.1 Purpose.** This Schedule A defines the scope, service levels, and operating rules for Flinker support plans ("Support Plans"). Support Plans are intended to provide **reactive L2/L3 product support** for licensed Flinker applications in a Microsoft 365 environment and (if purchased) **prepaid advisory services ("Success Hours")** for non-incident requests.

**1.2 Plan-specific entitlements.** Support is provided according to the purchased Support Plan(s) described in the applicable order form, quote, subscription, or statement of work (each an “Order”).

**1.3 No service credits (V1).** Unless explicitly agreed in an Order, service level targets in this Schedule A are **targets** and do not create service credits, penalties, or liquidated damages.

## 2. Support Plans Overview

**2.1 Enterprise Basic Support Plan (Reactive L2/L3).** Reactive L2/L3 support for **Incidents** and **Bugs** in **Production** for licensed Flinker applications, during **Business Hours**, excluding L1 end-user support.

**2.2 Enterprise Plus Support Plan (Upgrade).** Enhanced reactive L2/L3 support for Production Incidents with faster response targets, higher priority handling, increased capacity, and (where applicable) post-incident review for P1 events.

**2.3 Success Hours (Advisory / Enablement) – optional add-on.**

Prepaid advisory hours for **Service Requests** (non-incident), such as guidance, reviews, enablement, and non-break/fix requests, as defined in Section 10.

**2.4 Start of service.** Unless otherwise stated in an Order, Support Plans start at the customer’s **Production go-live** date for the relevant Flinker application(s).

## 3. Definitions

**3.1 Business Hours** means Monday to Friday, 09:00–17:00 CET/CEST (Berlin time), excluding public holidays in Germany, unless otherwise stated in an Order.

**3.2 Production** means the customer’s live operational environment used for business operations (as opposed to test, development, or staging environments).

**3.3 Incident** means an unplanned interruption or material degradation of Production functionality attributable to the Flinker product (or its supported configuration) that prevents or materially impairs intended use.

**3.4 Bug** means a reproducible deviation of the Flinker product from its documented behavior.

**3.5 Problem** means the underlying cause of one or more Incidents.

**3.6 Service Request** means a request that is **not** an Incident or Bug, including “how-to”, usage guidance, advisory questions, configuration guidance, enablement, optimization, documentation, workshops, or best-practice discussions.

**3.7 Supported Environment** means a Microsoft 365 tenant and configuration that meets Flinker’s published prerequisites and is within vendor support. Support may be limited where issues are caused by (i) customer configuration, (ii) third-party products/services not expressly supported by Flinker, or (iii) Microsoft platform incidents or changes.

**3.8 Case** means a single support ticket logged by the customer regarding one topic. Flinker may group, split, or reclassify Cases for operational efficiency.

**3.9 Initial Response** means acknowledgement of a Case and commencement of triage, including (where applicable) initial clarification questions and immediate mitigation guidance.

## **4. Scope of Support (Reactive L2/L3)**

**4.1 Included (Enterprise Basic and Enterprise Plus).** Flinker will provide reactive L2/L3 support for in-scope Incidents and Bugs affecting licensed Flinker applications in Production, including:

- a) triage, diagnosis, and issue reproduction (where possible);
- b) guidance on mitigations or workarounds (where feasible);
- c) investigation of root cause within product boundaries and available telemetry/logs;
- d) defect correction through standard releases, patches, or hotfixes, at Flinker’s discretion;
- e) reasonable coordination with the customer’s technical contact and guidance for engaging Microsoft support where a platform issue is suspected.

**4.2 Out of scope (unless purchased as Success Hours or separately agreed).** The following are not included in Support Plans:

- a) L1 helpdesk / end-user support;
- b) training, adoption, or usage enablement (unless Success Hours are purchased);
- c) tenant administration performed on behalf of the customer;

- d) custom development, enhancements, feature requests, customer-specific changes;
- e) data migration, bulk data operations, data cleanup;
- f) support for unsupported configurations or third-party solutions outside explicitly supported integrations;
- g) professional services/project delivery not explicitly included in an Order.

**4.3 Non-Production environments.** Unless explicitly included in an Order, Flinker may provide best-effort assistance for Non-Production issues but does not commit to the SLA targets set out in Section 8 for Non-Production.

## 5. Customer Responsibilities (SLA Preconditions)

**5.1 Technical contacts.** The customer will appoint at least one qualified technical contact with authority to:

- a) provide environment details and access;
- b) validate workarounds;
- c) perform configuration changes on the customer side;
- d) engage Microsoft support where required.

**5.2 Information and cooperation.** To enable timely resolution and SLA measurement, the customer will provide without undue delay:

- a) clear problem description, business impact, severity, and affected users;
- b) timestamps, reproduction steps, screenshots, error messages;
- c) relevant tenant/environment details and logs (where available);
- d) remote access or session participation when necessary.

**5.3 Platform/vendor engagement.** Where a Case is likely caused by Microsoft 365 platform behavior, outages, or changes, the customer is responsible for opening and managing a Microsoft support ticket under its own support relationship, and sharing status updates with Flinker.

## 6. Support Intake, Channels, and Case Handling

**6.1 Supported channels.** Cases may be submitted via the channels stated in the Order (e.g., support email address, customer portal). Flinker may require Cases to be submitted in writing for tracking purposes.

**6.2 Case content requirements.** Each Case must include:

- a) requested severity (P1–P4);
- b) whether Production or Non-Production;
- c) business impact (users/processes blocked);
- d) relevant context and evidence (Section 5.2).

**6.3 Reclassification.** Flinker may reclassify:

- a) severity (based on definitions in Section 7); and/or
- b) classification as Incident/Bug vs. Service Request.

If a Case is primarily a Service Request, Flinker may route it to Success Hours (if purchased) or propose a separate engagement.

## 7. Severity Levels (P1–P4)

### 7.1 Severity definitions (Production).

- **P1 – Critical:** Production outage or severe business impact; core workflows blocked; no reasonable workaround.
- **P2 – High:** Major degradation or key functionality unavailable; limited workaround exists.
- **P3 – Medium:** Non-critical issue; limited impact; workaround available.
- **P4 – Low:** Cosmetic/minor issue; informational request; enhancement-like request.

**7.2 Severity examples.** Examples are illustrative and not exhaustive. Final severity classification is determined by Flinker based on business impact and scope.

## 8. Service Level Targets (SLA)

**8.1 General.** SLAs apply only to:

- a) in-scope Incidents/Bugs in a Supported Environment;
- b) Production (unless otherwise agreed);
- c) Cases submitted with required information and customer cooperation (Section 5).

## 8.2 Enterprise Basic – SLA Targets (Business Hours).

### Initial Response Targets

- **P1:** within **4 business hours**
- **P2:** within **1 business day**
- **P3:** within **2 business days**
- **P4:** within **5 business days**

### Update Frequency Targets

- **P1:** at least every **4 business hours** during active handling
- **P2:** at least **daily** during active handling
- **P3:** at least **weekly** (or at material milestones)
- **P4:** **monthly** (or at material milestones)

## 8.3 Enterprise Plus – SLA Targets (Enhanced).

### Initial Response Targets

- **P1:** within **1 business hour**
- **P2:** within **4 business hours**
- **P3:** within **1 business day**
- **P4:** within **3 business days**

### Update Frequency Targets

- **P1:** at least every **2 business hours** during active handling
- **P2:** at least **daily** during active handling
- **P3:** at least **weekly** (or at material milestones)
- **P4:** **monthly** (or at material milestones)

8.4 **Workarounds and resolution.** Flinker will use commercially reasonable efforts to provide workarounds and resolutions. Final resolution timelines may depend on external factors (e.g., Microsoft platform issues, customer configuration changes, release cadence).

8.5 **24x7 coverage (optional, not included in V1 by default).** If 24x7 response for P1 is purchased, the Order must explicitly state the coverage window and response targets.

## 9. Fair Use and Capacity Controls (V1)

9.1 **Reasonable use.** Support Plans are intended for normal operational support for the licensed applications and are subject to reasonable use.

9.2 **Concurrent active Case cap.** To ensure predictable capacity:

- **Enterprise Basic:** up to **5 concurrently active Cases** per customer across all severities.
- **Enterprise Plus:** up to **10 concurrently active Cases** per customer across all severities.

9.3 **Active Case definition.** A Case is “active” if Flinker is performing ongoing work or awaiting customer input necessary to proceed. Cases may be set to “pending customer” where customer input is required; prolonged inactivity may pause SLA measurement.

9.4 **Excess load.** If the customer exceeds the concurrent active Case cap, Flinker may:

- a) queue additional Cases; and/or
- b) propose Success Hours or a separate statement of work for additional capacity.

## 10. Success Hours (Advisory / Enablement)

10.1 **Scope.** Success Hours cover Service Requests, including:

- a) best-practice guidance (e.g., SharePoint CDE governance, permissions patterns);
- b) configuration guidance and reviews (customer executes changes unless agreed otherwise);
- c) health checks, optimization discussions, release/change readiness;
- d) “how-to” usage guidance and enablement sessions.

10.2 **Exclusions.** Success Hours do not include:

- a) custom development, enhancements, or feature delivery;
- b) tenant administration performed on behalf of the customer (unless agreed);
- c) Incident response (covered by Support Plans where in scope).

### 10.3 Commercial terms.

- a) Success Hours are sold as **prepaid hours** (e.g., 10 hours: quantity 10 × unit HOUR) at the agreed hourly rate.
- b) Unless otherwise stated in the Order, Success Hours expire **12 months** after purchase.
- c) Time is tracked in increments of **15 minutes** (0.25h) unless otherwise stated.
- d) Delivery is remote unless otherwise agreed.

10.4 **Consumption tracking.** Flinker will track consumption against Cases/work items and provide a summary upon request or at agreed intervals.

## 11. Escalation and Post-Incident Review (V1)

11.1 **Escalation.** For P1/P2 Cases, Flinker may escalate internally to engineering as required. The customer must ensure technical contacts are reachable for timely decisions and testing.

11.2 **RCA light (Enterprise Plus, P1 only).** For P1 Incidents, Flinker will provide a lightweight post-incident summary within **10 business days**, typically including:

- a) incident summary; b) timeline; c) suspected/confirmed root cause (if known); d) mitigation; e) corrective actions (if applicable).

## 12. Term, Renewal, and Changes

12.1 **Term.** Each Support Plan term is as stated in the Order (typically 12 months).

12.2 **Renewal.** Renewal terms (if any) are governed by the Order and the Master Terms.

12.3 **Changes to this Schedule.** Flinker may publish updated versions of this Schedule A. Updates apply **only** to new Orders or renewals unless the parties agree otherwise in writing.

## 13. Order of Precedence

13.1 If there is a conflict between:

- a) the Master Terms;
- b) this Schedule A; and
- c) an Order,

the following order of precedence applies **for Support Plans: Order → Schedule A → Master Terms.**

## 14. Miscellaneous

**14.1 No guarantee of resolution.** While Flinker will use commercially reasonable efforts to resolve in-scope Incidents and Bugs, outcomes may depend on external systems and factors beyond Flinker's control.

**14.2 Third-party services.** Microsoft 365 and other third-party services are outside Flinker's control. Platform outages, vendor changes, or limitations may impact support outcomes and timelines.

### Products



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