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## Blue Safespring AB

Smidesvägen 12  
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### DOCUMENT

# Service level agreement and support process

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## Customer support contact points

For handling and resolution of incidents, E-mail is primarily used for communications, unless the severity of the incident calls for immediate action. E-mails sent to the support email address are automatically added to the ticket history for the incident.

Safespring support is manned 08-17 all workdays and technicians can be reached 24/7 for high-severity incidents via the support phone number.

Contact method	Contact information	Availability
E-mail	support@safespring.com	24 / 7
Phone Norway	+47 23 65 32 23	24 / 7
Phone Sweden	+46 8 559 22 380	24 / 7

## Calculation of Availability

Downtime is defined as the actual time that a service or a product is not performing as agreed, and/or is not available to customer for normal use. Any period where the response time is noticeably slower than it would be in an optimized and fully operative technical environment, shall also be considered as Downtime.

Downtime is permitted in all agreed maintenance windows, provided however that Provider has made reasonable efforts to limit the downtime during the agreed maintenance window.

Provider uses maintenance windows to maintain infrastructure platforms and the operational environment. Such maintenance windows shall be announced 5 working days in advance. One maintenance window per service/month can be accepted, and each maintenance window shall be limited to as few hours as necessary, and shall be scheduled to such weeks/hours that has as little negative impact on Provider and Customers businesses as possible.

Exceptionally, in case of external and server security threats not under Provider's control, Provider may request additional maintenance windows, for instance to install hot-fixes or security patches which could not have been installed by Provider during any preceding maintenance window. Such requests shall not be withheld without reasonable cause. Exceptional maintenance windows may also be agreed between the Parties in Change Orders.

Provider shall give customer prior written notice at least 5 working days in advance of any expected downtime, or as soon as possible. Further, Provider shall give customer written notice immediately in case of unexpected downtime.

### The equation for calculating the uptime

The SLA time and Downtime is entered as minutes in the formula. Uptime is expressed as a percentage with one decimal place. Agreed maintenance windows are not regarded as Down time.

$$Uptime [\%] = \frac{100 \% \times (SLA \text{ time in minutes} - \text{Down time in minutes})}{SLA \text{ time in minutes}}$$

Service	Guarantee	Delivery/ measurement	Calculation	Penalty
IaaS	99,9 %	Delivery at Customer connection point.	As described under chapter	Calculation is based on total quarterly fee for the service
BaaS			Calculation of	99,8 < 5 %
SaaS	24/7/365	Monitoring and measurement at Datacenter	availability above	99,0 < 10 %
				98,0 < 20 %
				97,0 < 25 %

Table 1. Delivery / Service level is measured at NREN connection point.

## Support process

The user (Customers IT department) reports incidents to Safespring via phone, email, SMS or Web. Critical incidents shall always be recorded by phone in addition to other channels. The Customer applies severity level to the incident which determine further treatment of the incident.

If the incident is not solved and SLA is exceeded or SLA level is in risk being exceeded, escalation routines will be initiated.

The escalation routines shall be initiated if:

- It is not started eligible debugging of enrolled incidents within defined response time (table 3) related to escalation level 1 (table 2).
- Customer has not received necessary feedback about the status of ongoing error correction within defined response time (table 3) related to escalation level 2 (table 2).
- Incidents are not corrected or that solution time is not set within defined response time (table 3) related to escalation level 3 and 4 (table 2).

Each party have the responsibility to perform escalation within own organization.

Escalation level	Function / position	Customer representative	Bidder's representative
1	Support manager		Duty Manager Norway: +47 23 65 32 23 Sweden: +46 8 55 92 23 80
2	COO		Anders Bruvik Phone: +47 402 42 944
3	CEO		Fredric Wallsten Phone: +46 76-629 25 02

Table 2. Escalation level and contact information.

## Incident level description and response time

Category	Incident correction to be started within	Definition	Safespring incident handling	Response time / escalation level			
				1	2	3	4
Critical Incident P1	SLA	<p>Incidents that cause loss of service or continuous instability of mission-critical functionality and have no workaround.</p> <p>The Incident causes or may cause a material adverse effect on Customer's business or material parts of the operational services are unavailable.</p>	<p>The Bidder is working continuous 24/7 with the Incident until it is resolved or a satisfactory "work-around" is established. There is regular feedback to the Customer on the progression of the error handling. The Bidder's management will create a dialogue with the manufacturer's support department. If necessary, the Bidder will require on-site assistance from the manufacturer.</p>	SLA	SLA + 30 min	SLA + 60 min	SLA + 2 hours
Major Incident P2	SLA	<p>Incidents that are impairing, but not causing loss of service or loss of mission-critical functionality. Intermittent issues that affect mission-critical functionality.</p> <p>The Incident causes or may cause an adverse effect on Customer's business or a critical function does not work, or work with response times that are inferior to the agreed.</p>	<p>The Bidder is working continuous 24/7 with the Incident until it is resolved or a satisfactory "work-around" is established. The Bidder will inform the Customer regarding progression of the Incident handling.</p> <p>The Bidder's management will create a dialogue with the manufacturer's support department. If necessary, the Bidder will require on-site assistance from the manufacturer.</p>	SLA	SLA + 60 min	SLA + 2 hours	SLA + 4 hours
Minor incident P3	SLA	All other incidents	The Bidder is working with the Incident during normal business hours until it is resolved or a satisfactory "work-around" is established. The Bidder's management will create a dialogue with the manufacturer's support department if necessary.	SLA	SLA + 1 day	SLA + 5 days	N.A.

Table 3. Incident level description and response time

## Service credit

Service Level / Description	Service Level (equal to or less than)	Critical Service Failure (equal to or less than)	Service Credit (paid where incident Service Level exceeds SLA Service Level)
<b>Critical incident P1 Resolution time</b>	4H from incident start or notification by the Customer	24 hours total time per month	For every incident that exceeds the Service Level a value of 10% of the monthly charges on a calendar month.
<b>Major incident P2 Resolution time</b>	24H from incident start or notification by the Customer	72 hours total time per month	For every incident that exceeds the Service Level a value of 10% of the monthly charges shall be paid. Values shall be measured on a calendar month.
<b>Minor incident P3 Resolution time</b>	3 Business days from incident start or notification by the Customer	No value	None

## Contact information

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