

SLA – Service Level Agreement

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between NAVEKSA A/S and NAVEKSA re-sellers for the provisioning of IT services required to support and sustain the NAVEKSA product range.

In general NAVEKSA A/S will make its best efforts to resolve problems as quickly as possible including frequent progress reporting.

Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the re-sellers.

The **goal** of this Agreement is to obtain mutual agreement for problem handling the re-sellers and end-users.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

2. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

2.1. Service Scope

The following Services are covered by this Agreement;

- Help desk support
- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop or similar where available

2.2. Re-seller Requirements

Re-seller responsibilities and/or requirements in support of this Agreement include:

- Payment for all product maintenance costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

2.3. NAVEKSA A/S Requirements

NAVEKSA A/S responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.

3. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

3.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Help Desk support via www.naveksa.dk : 7 x 24H
New support requests will be raised as support tickets and answered if not same day, the next day. The most efficient way for you to contact us.
- Telephone support : 9:00 A.M. to 4:00 P.M. Monday – Friday
 - Calls received out of office hours will not be answered. Please use the Help desk support instead.
 - Support telephone number: +45 3036 5678 / +45 8747 5711
- Email support: Monitored 9:00 A.M. to 4:00 P.M. Monday – Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
 - E-mail addresses: ams@naveksa.dk, alternative info@naveksa.dk

3.2. Service Requests

In support of services outlined in this Agreement, NAVEKSA A/S will respond to service related incidents and/or requests submitted by the Re-seller within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
 - High priority means customer not able to use the application
- Within 48 hours for issues classified as **Medium** priority.
 - Medium priority means able to use the application but work around is available
- Within 5 working days for issues classified as **Low** priority.
 - Low priority means a kind of product extension request/proposal.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.