

Servoy service level agreement

1. SLA types overview

In the Product Order Form the agreed Service level is indicated. In this document the details per level are indicated.

SLA levels	Coordinator	Response time *	Response time most critical items * / **
Platinum	Yes	4 hours	2 hours
Gold	No	1 day	4 hours
Silver	No	5 days	8 hours

* Response time during the SLA Service windows; see below par 5.

** Most critical items must be reported to a live person of Servoy by phone.

2. TECHNICAL SERVICES DEFINED

Servoy agrees to provide the Services, where appropriate, which can include but is not limited to the following actions:

- receive technical questions,
- analyze the technical questions and provide answers to Partner/End-User.
- provide assistance in answering questions that may arise concerning the operation and use of the Servoy Software which cannot be resolved by Partner/End-User.

3. CONTACTING

All cases must be entered into the case system of Servoy which can be found at <https://support.servoy.com>. If Partner/End-User is entitled to phone support, the numbers are:

USA Dial: +1 866 489 5147 - NL Dial: +31 20 299 3641

4. COMMUNICATIONS

Extreme severity situations may require the parties to use the telephone for immediate communications. The parties will follow up such communications using: <https://support.servoy.com>. For tracking and recording purposes, each party is responsible for funding the cost of this communication at their own location. In circumstances where materials have to be exchanged using facsimile, courier services, or other delivery services, each party is responsible for funding the cost of these exchanges at their own location.

5 AVAILABILITY / SERVICE WINDOW

5 (working days) * 8: Normal business hours 9AM-5PM

The Services window/working days are depending on the SLA type as agreed upon the Product Order Form as well as the time zone of the Servoy branch providing the Services.

- USA time zone is PST
- NL time zone is CET

6. DESIGNATED CONTACTS

Servoy requires that designated contacts be identified with person-specific e-mail addresses.

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- a. It is important to know and authenticate with whom Servoy is working; person-specific e-mail addresses assist in identifying valid contacts.
- b. The Partner/End-User can always "cc" their Services alias (if they have one and if they so choose) and Servoy will "reply all" in the Services request response, alleviating concerns the Partner/End-User has on situations where the contact who originally initiated the request for Services is "out of the office" but the organization has other Services experts on hand working the issue.
- a. All Partner/End-User personnel contacting Servoy for Services must be familiar with the latest Major Release of the Software and the current issue as to which Partner/End-User requires assistance.
- b. Partner/End-User agrees that contact with Servoy will be through a limited number of contacts.

7. SERVICE HOURS

Servoy agrees that as part of the Services referenced therein, Partner/End-User shall be entitled to a number of hours of Services per month based on the SLA type. Reported issues turning out to be Bugs do not count towards these hours.

8. COORDINATION

For certain SLA types, Servoy can dedicate a coordinator to assist in facilitating escalation, adhering to a standard of quality for the Services. The coordinator is a non-technical representative, whose goal is to build close relationships and promote an understanding of infrastructure and processes. Some work items (especially those associated with critical situations) may need to be expedited. When this becomes the case, Partner/End-User will notify Servoy of the critical situation and Servoy will agree to work with Partner/End-User on providing the appropriate solution for each critical situation. If appropriate, the Partner/End-User can also contact the Service coordinator.

9. PROGRAM UPGRADES

Servoy permits upgrades of the Services at any time during the Term at the beginning of each calendar month. Servoy shall not issue prorated refunds. Notwithstanding the aforementioned, in the event Servoy modifies this SLA and such modification has or will have substantial impact on the contents of the Services, Partner/End-User may terminate the Services forthwith upon Servoy implementing any such modification.

10. OFFICE LOCATIONS

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