



# Schedule 1 - Service Level Agreement (SLA)

*Last updated - 28 June 2022*

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## 1 Introduction

This Service Level Agreement (“**SLA**”) is a schedule to the Agreement entered between Konsolidator and the Customer regarding the Customer’s use of Konsolidator’s SaaS Platform (the Platform) and forms an integral part thereof.

Capitalised terms and expressions shall have the meaning attributed to them in this SLA and the Agreement.

## 2 Purpose

The purpose of this SLA is to set out the targeted availability of the Platform, maintenance windows for specific types of Maintenance, the support procedure in relation to incidents, and respective Response Times.

## 3 Availability

<b>Uptime target</b>	99.5%*
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\* = The Platform availability (uptime) is defined as 99.5% measured over a period of one calendar year, excluding planned maintenance.

### 3.1 Platform availability

All times are Central European Time (CET/CEST).

Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Stop	24:00	24:00	24:00	24:00	24:00	24:00	24:00

### 3.2 Service Desk availability

Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	09:00	09:00	09:00	09:00	09:00	-	-
Stop	17:00	17:00	17:00	17:00	17:00	-	-

Excluded are Danish national holidays

### 3.3 Maintenance windows

Konsolidator is responsible for upgrading and patching (“**Maintenance**”) the Platform with the least possible level of impact for the Customer.

Konsolidator is entitled to carry out such Maintenance without notice if the changes are non-material. Material changes shall be subject to six (6) months’ prior notice, cf. clause 3.3 of the General Subscription Terms.

Notwithstanding the above, the following levels of Maintenance shall apply in relation to the specific types of Maintenance below:

Type	Description
Planned downtime	Konsolidator shall give the Customer at least two (2) working days prior notice before planned downtime.  This type will only be relevant for major updates to the system, which may require planned downtime.
Planned releases	Can occur at the convenience of Konsolidator with respect to Customer experience and critical financial calendar dates.
Emergency patching	Can occur at all times if the service's continuity and the system's integrity depend on the application being patched. The application will become unavailable during patching.

## 4 Service Desk and escalation

Konsolidator shall provide telephone and e-mail support via the e-mail [support@konsolidator.com](mailto:support@konsolidator.com) ("**Service Desk**") as set out in the General Subscription Terms clause 3.1.

The Customer shall be entitled to contact Konsolidator's Service Desk in relation to incidents and technical support as set out in this SLA.

<b>1st level Service Desk</b>	+45 7230 4080 or support@konsolidator.com
<b>2nd level Technical support</b>	Escalated through Service Desk
<b>Emergency contact (Severity 1)</b>	+45 7230 4080 – Choose "Emergency"

A customer complaint must be submitted to the service owner.

## 5 Incident Management

All incidents relating to the Platform must be reported through the Service Desk.

The description and wording should provide the best and most exact details of the incident.

Please provide the following information when contacting the Service Desk with an incident:

- Company name
- Person name
- Contact phone number
- Contact e-mail address
- Description of the incident

### 5.1 Severity calculation

Based on the incident report from the Customer, Konsolidator estimates severity based on the below severity matrix.

**Impact: How much does it hurt?**

Impact	Description
High	<ul style="list-style-type: none"> <li>• All or many Users are unable to use the Platform</li> </ul>
Medium	<ul style="list-style-type: none"> <li>• Non-business critical parts of the Platform are degraded</li> <li>• Non-business critical parts of the Platform are unavailable for several Users</li> </ul>
Low	<ul style="list-style-type: none"> <li>• The Platform is not operational for a single User</li> <li>• A major function of the Platform is not operational for a single User</li> <li>• A minor business-critical function of the Platform is not operational for one or more Users.</li> </ul>

**Urgency: How long can we stand it?**

Urgency	Description
High	<ul style="list-style-type: none"> <li>• Business critical functionality of the Platform is unavailable</li> <li>• Work that cannot be completed is highly time-sensitive</li> </ul>
Medium	<ul style="list-style-type: none"> <li>• Working with the Platform is impaired</li> <li>• A major function is unavailable</li> </ul>
Low	<ul style="list-style-type: none"> <li>• Non-critical functionality of the Platform is impaired</li> </ul>

### Severity matrix

		High	Medium	Low
Impact	High	1	2	3
	Medium	2	3	4
	Low	3	4	5
		Urgency		

### Priority Response Time

Priority	Maximum Response Time
1	1 hour
2	4 hours
3	1 day
4	3 days
5	4 days

All requests are handled within normal working hours, cf. clause 0 of this SLA

The response time shall mean the time passed from the incident is received to the time when Konsolidator shall initiate the activities to establish a workaround for the Customer following the inquiry from the Customer ("**Response Time**").

Konsolidator will always endeavour to respond to incidents as soon as possible, and warrants commenced work within the agreed response times.