

Voyado Basic Support

Scope

Revide must deliver and maintain services for the installation of the cloud-based product Voyado, within the framework of the scope of the licence agreement. At the time of launching Voyado, the implementation project is considered completed and the licence set-up activated. A support base is included in the enterprise licence, based on the premise that all Revide's customers must experience the same level of quality in terms of user experience, operational reliability and functional scope.

Revide must carry out the work in accordance with customary practice in the sector and at a standard of otherwise professional manner.

It is the duty of Revide to keep the Customer informed on an ongoing basis of any problems that have arisen or can be expected to arise.

The following services and rights are included:

- Access to a helpdesk via e-mail and telephone support during office opening hours (9 am – 5 pm) up to four (4) hours per month. The matters must be of such a nature that they directly affect the use of Voyado's basic functions or general problems with the service.
- Systematic 24/7 monitoring of Voyado.
- Ongoing product updates

The cost of time for investigation, troubleshooting, further development, consultancy and training is usually charged pursuant to a current account. If troubleshooting results in showing that the problem was by a direct fault in Voyado or Revide's delivery, no charge will be made.

Limitations

The following is not encompassed by the basic support:

- Increased SLA
- Support for local users
- Support for end-users
- Administration of customer-specific solutions
- Monitoring of customer-specific integrations

Routines for support

Initially, the Customer's superusers are responsible for dealing with questions arising about the product Voyado. If the customer experiences problems with the service and the cause of the error is in the solution delivered by Revide, then Revide must be alerted. Questions will be answered and faults dealt with according to the routines described in the SLA.

Revide must be accessible on workdays between the hours of 9 am and 5 pm. For faults that are reported and described as being an emergency after 5 pm or on a national holiday, the delivery and contact cannot be guaranteed before 9 am at the earliest on the next workday.

CONTACT INFORMATION

Superuser at the Customer

A named person who is a superuser has the right to contact the support department via e-mail and telephone. Changes to the designated contact must be made in writing.

Contact information for Revide support

support@revide.se, 08-562 699 30

REPORTING OF FAULTS, NORMAL

The superuser is responsible for notifying demands and experienced faults. Escalation will initially take place via e-mail with questions/problems and higher-than-normal priority being specified in the subject line. Other information required for Revide being quickly able to attend to or provide feedback relating to reported issues:

- A description of the fault.
- How it is manifested.
- If possible, how it can be recreated.
- Information about which software, operating system, e-mail client, web browser version, etc., that is affected.

Escalation secondarily via telephoning the contact person specified above.

REPORTING FAULTS, URGENT

Critical faults that result in complete stops are to be sent immediately to support@revide.se and a copy is to be sent directly to Revide's customer representative at the same time that the customer should call to receive immediate attention.

Depending on the priority pursuant to the SLA, the matter is to be resolved in a test or production environment.

- a) Low and intermediate: steps are taken in Revide's test environment and after coordinating this with the Customer, the commissioning takes place in the production environment pursuant to Revide's ongoing start of production (output systemisation) frequency.
- b) High and urgent: a solution is launched in Revide's and the Customer's testing and production environment, depending on what the parties agree on.

The Customer is responsible for providing as much information as possible relating to demands or experienced deficiency.

SERVICE LEVEL AGREEMENT (SLA)

The accessibility model below comprises the expected response rates for reported matters.

Priority	Description	First feedback report (if reported during office hours)	Ongoing feedback reporting
Critical	Interruption of operation of Voyado with business-critical consequences	Immediate. Work is done until the situation is no longer critical.	Ongoing as required
High	Service problems causing a lot of work for the customer and/or badwill	4 hours	Once a day
Normal	Other issues, questions and problems (the usual priority).	2 workdays	When solved
Low	Issues that are not time-critical	Within 5 workdays	When solved
New development	Demands that are not time-critical	Planned and prioritised in consultation between the Customer and Revide. Trello is used.	Separately