

## Appendix C – Voyado Essential Support and Service Level Agreement

This Appendix C – Voyado Essential Support and Service Level Agreement forms an integral and integrated part of the Agreement between Customer and Supplier. The essential support described in this Appendix is included in the Regular License. Additional support can be provided subject to the Supplier’s applicable rates as described in this Appendix or subject to a premium support and service level agreement.

### 1. Definitions

In addition to the terms defined in the Agreement, the terms below shall have the ascribed definition for the purpose of this Appendix.

“**Business Days**” means Monday to Friday during Normal Support Hours, excluding Swedish holidays.

“**Enhancement Requests**” means consultancy services for additional functionality, enhancements, trainings etc. which may be provided by call-off as described in this Appendix and further in section 9 of Appendix B – Voyado General Terms and Conditions.

“**Incident**” means a reproducible failure of the Services to substantially conform to the functions described in the Agreement.

“**Normal Support Hours**” means 9am to 5pm (CET) on Business Days.

“**Response Time**” means the targeted time period within which Supplier shall use commercially reasonable efforts to contact Customer to acknowledge receipt of a Support Ticket.

“**Severity Level**” means the severity levels 1-4 as defined below:

- “**Severity Level 1 – Critical**”: means an Incident where Customer’s production use of the Services is stopped or so severely impacted that the Customer cannot reasonably continue its business operations.
- “**Severity Level 2 – High**”: means an Incident where one or more important functions of the Services are unavailable with no acceptable fixes or work-arounds and there is a serious impact on the Customer’s business operations.
- “**Severity Level 3 – Normal**”: means an Incident where less significant functionality is unavailable and there are no reasonable fixes or work-arounds and impact on Customer’s business operations are minor
- “**Severity Level 4 – Low**”: means that there is no impact on the functionality of the Services or a question regarding the functionality of the Services.

“**Support Ticket**” means a single support question, Incident or other issue reported by a Superuser as described in this Appendix.

“**Support Services**” means the support services described in this Appendix and the Agreement, excluding any Enhancement Request or other services.

### 2. Scope of the Support Services

Subject to the terms in the Agreement, Supplier shall address all Support Tickets which may arise from the Customer's use of the Service in accordance with this Appendix.

Support Tickets may be reported during Business Days and Normal Support Hours and Support Services are provided in either English or Swedish. Support Services are unlimited regarding Incidents. For other Support Tickets, Support Services are free of charge up to four (4) hours per calendar month.

### **3. Support Ticket Reporting and Response Times**

#### **3.1 Reporting**

A Support Ticket must be reported by a Superuser. The Customer may substitute Superusers from time to time by giving Supplier prior written notice. If the Superuser is not an employee of the Customer, the Superuser must be approved by the Supplier in writing.

Support Tickets shall be notified in-app, via web or e-mail by using the contact details below. For Level 1 Incidents Customer must initially report the Incident via telephone, Customer may thereafter be asked to provide additional information via the other communication channels.

Contact information:

- In-app: your domain eclub.yourtenantnamne.com
- Web: explore.voyado.com
- support@voyado.com
- +46 (0) 8 562 699 30

#### **3.2 Required Information**

All Support Tickets, except questions on Severity Level 4, must, if applicable, include the following information:

- Instructions that allow Supplier to reproduce an Incident which demonstrates the specific usage that causes the Incident.
- Exact wording of all related error messages.
- A detailed description of the Incident and results.
- Steps taken to investigate the Incident.
- Screenshots or recordings.
- Name of Impacted area e-mail, report, automation, segmentation etc.
- Potential impact for your business and any special circumstances surrounding the discovery of the Incident.

For Severity Level 1 Incidents we require that you provide an additional point of contact. Supplier may, if necessary, share the information above with relevant subcontractors.

#### **3.3 Reporting and action plan**

After receiving the Support Ticket, Supplier will establish whether there is an Incident for which the Customer is entitled to Support Services under this Agreement and if so, shall:

- a.) Confirm receipt of the Incident and assign the Incident the appropriate severity level. Supplier may thereafter reclassify the Incident based on the current impact on the Services and business operations by notifying the Customer. If Supplier determines that the Support Ticket is in fact an Enhancement Request, it will not be addressed under this Appendix. In case the Support Ticket is a question, Supplier will address it if it does not exceed the included four (4) hour support hours. If it exceeds this time period, Customer will be offered support according to Supplier’s applicable support rates.
- b.) Based on the information provided by the Customer, analyze the Incident and verify the existence of the problem.
- c.) Provide the Customer with directions and assistance in order to resolve the Incident or question.

### 3.4 Response Time Target Service Levels

Severity Level	Channel	Response Target	Update frequency
Critical	Phone	Immediate to thirty (30) min	Continuous until resolved
High	In-app, web, e-mail	Four (4) hours	Once per day or as needed
Normal	In-app, web, e-mail	Two (2) Business Days	When resolved
Low	In-app, web, e-mail	Five (5) Business Days	When resolved

Open and closed Support Tickets can be viewed in Explore help portal from an individual or organizational view, which can be determined in your account settings.

### 3.5 Customer’s obligations and requirements

Supplier’s obligation to provide the Support Services are conditioned upon the following requirements being fulfilled by the Customer:

- a.) Customer’s payment of all applicable fees prior to the date the Support Ticket is reported and a valid Agreement.
- b.) Procuring, installing and maintaining all equipment necessary to access the Services.
- c.) Providing Supplier with the information described above and reasonable assistance, data and materials as necessary.
- d.) Providing correct contact information on Superusers.
- e.) Correct reporting in accordance with this Appendix.

For the avoidance of doubt, Supplier does not provide Support Services for the areas described below. Customer may however submit an Enhancement Request and receive assistance if possible.

- Administration of campaigns, automations and daily routine setups.
- Training or extensive guidance, consultancy or custom development.
- Support for third party tools, setup and code.
- Template design, for such you can instead submit a request to your client manager and your inquiry will be handled as an Enhancement Request. Troubleshooting of existing templates shall however be directed at support.
- Support for store users or others than Superusers.
- Beta functionality.

#### **4. Availability (Up-time) Service Level**

The Service is provided with a minimum guaranteed uptime of ninety-eight percent (98%) uninterrupted operation on a monthly basis. This does not include unavailability due to (i) your equipment, software, facility, databases or operator errors not caused by Supplier or the Services, (ii) an interruption in Customer's connection to the internet not caused by Supplier, (iii) scheduled downtime and/or emergency downtime, (iv) Force Majeure Events.

Supplier will provide Customer with prior notice of any scheduled downtime via your account and shall endeavor to schedule such downtime before or after regular office hours. Supplier shall further endeavor to provide Customer with notice of any emergency downtime as soon as possible if reasonably possible.

#### **Service Level Credits**

If the Supplier fails to meet the guarantee above, the Customer is entitled to a one-thirtieth (1/30th) discount of the Regular License (per guaranteed percentage point not reached, calculated on a monthly basis, however at most ten percent (10%) of the Regular License per month.