

APPENDIX 3.2 – NETWORK INFORMATION SOLUTION SLA

This document defines the service levels for the Network Information Solution and related support services.

1. SUPPORT SERVICE LEVELS

- 1.1. The support service availability, contents, and hours for each service tier and support option are defined in Appendix 3.1 (Network Information Solution Service Description).
- 1.2. The service level eligibility is defined in Appendix 3.1 (Network Information Solution Service Description). The service levels applicable to the support services of the Network Information Solution are set out in the table below. For clarification, target times shall be calculated only during the specified support hours applicable to the Customer's service tier and support option. Time periods outside of the specified support hours shall not count towards these resolution time calculations.

Description	Standard Support	Extended Support	24/7 Support
Target time to begin resolving support request:			
Critical	2 hours	1 hours	1 hours
Serious	4 hours	2 hours	2 hours
Moderate / Low	Best Effort	Best Effort	Best Effort
Target time to resolve support request:			
Critical	8 hours	4 hours	4 hours
Serious	24 hours	12 hours	12 hours
Moderate / Low	Best Effort	Best Effort	Best Effort
Price	Included	Optional and subject to additional fees	

- 1.3. Each support request is classified in accordance with the criteria set out in the table below. The Supplier classifies the ticket based on the information and input given by the Customer to the Supplier while contacting the Supplier.

Classification	Definition
Critical	The Network Information Solution is not responding or is completely unusable due to server or application error.
Serious	The error significantly affects the use of the Network Information Solution or access to the Network Information Solution is unstable or very slow to respond.

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Moderate	An issue where functionality is impacted in a non-critical area of the Network Information Solution, causing reduced efficiency or inconvenience, but does not significantly hinder the overall use of the service. Workarounds are available, and the issue occurs sporadically or affects a limited subset of users or features.
Low	An issue that has minimal impact on the functionality of the Network Information Solution. The problem is cosmetic, infrequent, or affects a feature that is rarely used and does not impede daily operations. Resolution can be addressed as part of routine updates or maintenance.

2. LIMITATIONS OF LIABILITY FOR SUPPORT SERVICES

- 2.1. The Supplier performs support services for the Network Information System as specified in the Agreement. However, the Supplier shall not be liable for errors or damages related to the Network Information System that arise from any of the following:
- 2.1.1. **Misuse or Non-Compliance.** Faulty installation, improper use, or use in violation of the usage instructions or the provisions of the Agreement by any party other than the Supplier.
 - 2.1.2. **Unauthorized Modifications or Repairs.** Any modification, alteration, or repair of the NIS performed by a party other than the Supplier or a party authorized in writing by the Supplier.
 - 2.1.3. **Third-Party Products or Services.** Errors or damages caused by supplemental products, services, materials, or data not delivered or approved by the Supplier, including but not limited to maps, data, or software licensed or provided by the Customer.
- 2.2. In the event of any errors or damages resulting from the aforementioned circumstances, the Supplier shall not: (a) be liable for meeting any agreed performance requirements or service levels related to the Network Information System; (b) bear responsibility for restoring the Network Information System to compliance with agreed performance standards.

3. NETWORK INFORMATION SOLUTION AVAILABILITY

- 3.1. Network Information Solution availability is measured within the support service hours of each service tier and support option.
- 3.2. The availability of the Network Information Solution is measured exclusively for production deployments.
- 3.3. The availability of the Network Information Solution is calculated as follows:

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- 3.4. *Uptime Percentage = (Total Time Period (24 hours/day) - Downtime During Support Hours) / Total Time System was Available) * 100*
- 3.5. Availability is calculated on a per minute basis, where partial minutes are rounded up to the nearest full minute. Maintenance breaks notified by the Supplier in advance within a reasonable time are excluded when calculating availability.
- 3.6. The Network Information System's service level eligibility is defined in Appendix 3.1 The service levels applicable to the availability of the Network Information Solution are set out in the table below.

Description	Service Level
Availability target percentage	98,00%
Maintenance breaks	The Supplier plans the maintenance breaks and notifies the Customer in advance.

- 3.7. If the Network Information Solution's availability falls below the agreed levels in a calendar month, the Supplier shall, upon the Customer's written request, issue service credits as specified in the table below. The service credits will be applied to the Customer's next invoice and the service credits shall constitute the Customer's sole remedy and the Supplier's sole liability for any breach of service levels. For clarity a breach of a service level shall not be construed to constitute a breach of the Agreement.

Service Level Difference to Agreed Level	Credit
<= 1,00 %-units	3 % of monthly SaaS fee
> 1,00 %-units	5 % of monthly SaaS fee

- 3.8. The Supplier shall provide a clear delineation of responsibilities related to performance metrics for integrations with Third-Party Services. The Supplier's obligations under any agreed service level shall not extend to failures or performance issues caused solely by Third-Party Services.