Service Level Agreement - iotspot B.V.

1. Introduction

1.1. Purpose

The Service Level Agreement (SLA) uniformly records all work agreements with respect to the procedures as agreed between Customer and iotspot pertaining to the Service Levels of iotspot (as defined in section 3). The goal is to have a clear mutual understanding of how the parties interact, to prevent miscommunication thus making the co-operation as efficient and effective as possible.

1.2. Validity and Status

The period in which this SLA is valid is identical to and follows the contract period. In case of contradicting statements between this SLA and the contract, the contract always supersedes the SLA. The SLA is not a contractual document, but it is a formal agreement on how the parties collaborate.

1.3. Updates to this document

The Service Level Agreement (SLA) may be periodically reviewed and updated to reflect changes in operational procedures. Any such updates will be published online, and customers will be duly informed. Customers are encouraged to request further details and engage in discussions regarding any changes. Continued use of the services following the publication of updates shall constitute acceptance of the revised terms.

1.4. Contact Persons

Customer shall provide and maintain an email address for service-related notifications (a distribution list is recommended), along with an up-to-date list of designated contact persons, including names and phone numbers, for communication with the iotspot Service Desk. Such contact information shall be set out in Annex A.

1.5. Definitions

In this Service level agreement, the terms and expressions below apply:

Term	Meaning
Change	An adjustment to the Service that is the resolution of a problem
Credit (or Service Level Credit)	The right of the Customer to use the Service for one day for free, as compensation for an Incident that degraded the Service Level. A Service Level Credit can be capitalized upon renewal of the contract period and amounts to a price reduction of 1/365 part.
Emergency Downtime	Time when iotspot is required to suspend the Service in an unforeseen and unplanned manner, in accordance with iotspot terms and conditions.
Escalation Management	Handing over the necessary activities to a higher responsibility level when the current Incident Management level is likely to achieve the agreed results. An escalation will result in a higher level of management attention thus ensuring that every effort is made to achieve the shortest possible resolution to an Incident.
Excusable Downtime	The time during which the Service is not available due to Planned Maintenance or Emergency Downtime.
Inventory in Consignment	Inventory of iotspot hardware, owned by iotspot, that is provided to a third party, at no cost, in consignment for the purpose of the RMA process.
Incident Management	The process and methodology employed to bring about the timely resolution of a recognized and recorded Incident.
Incident	A failure of the infrastructure that is acknowledged by iotspot to provide the Service in accordance with iotspot terms and conditions of the service. An Incident is classified in one of four Priority Levels.
Incident End Time	The point in time when an Incident has been resolved.

Incident Start Time	The point in time the Customer notifies iotspot that an Incident is occurring.
Local Time zone of Customer (LToC)	The timezone of the Customer's office location(s).
Planned Maintenance	Service is suspended for a planned activity in accordance with iotspot terms and conditions.
Priority Level 1 (P1) Incident	An Incident that causes a complete outage or significant failure or degradation in performance of the infrastructure resulting in decreasing the Availability of the Service of all production iotspots and downloaded/distributed Mobile Apps and therefore Customer is not able to access or use the Service as intended, reproducible by iotspot and outside Excusable Downtime.
Priority Level 2 (P2) Incident	An Incident that causes a significant failure or degradation in performance of the infrastructure resulting in decreasing the Availability of the Service of a significant amount (>40%) of production iotspots and downloaded/distributed Mobile Apps, reproducible by iotspot and outside Excusable Downtime.
Priority Level 3 (P3) Incident	means an Incident that causes a failure or degradation in performance of the infrastructure resulting in decreasing the Availability of the Service (>15% AND =<40%) of production iotspots and downloaded/distributed Mobile Apps, reproducible by iotspot and outside Excusable Downtime.
Priority Level 4 (P4) Incident	An Incident that causes a minor failure or degradation in performance of the infrastructure resulting in decreasing the Availability of the Service of a small number (>3% AND =<15%) of localised production or testing iotspots and downloaded/distributed Mobile Apps, reproducible by iotspot and outside Excusable Downtime.
Problem	The root cause of one or more Incidents.

Return Material Authorized (RMA)	iotspot hardware that malfunctions and of which the malfunctioning is covered by the iotspot warranty and therefore is authorised to be returned to iotspot (in the context of this document to be replenished from the "Inventory in consignment").
Resolution Time	The time to restore the Service measured from Incident Start Time to Incident End Time.
Response Time	The time to respond to a written (email) ticket, or a telephone call when email is not available, submitted to the iotspot Support Desk (support@iotspot.co)
Response	An initial acknowledgement (phone or email) of an Incident delivered by Customer to iotspot or a notification (phone or email) from iotspot to Customer in case that iotspot discovers an Incident in the iotspot infrastructure prior to notification from Customer.
Service	All services provided in the territories by iotspot to Customer.
Service Level	The level of availability and performance of the Service offered to Customer.
Service Window	The time window in which support is provided to Customer by the execution of the Incident Management process of iotspot. The service window for Priority Level 1 (P1) and Priority Level 2 (P2) Incidents is 24x7. For Priority Level 3 (P3) and Priority Level 4 (P4) Incidents, the service window is defined from 08:00 till 18:00 LToC on Working Days.
Working Day	Monday through Friday.

2. Iotspot Service Level

2.1. Iotspot service

iotspot provides a cloud-based workplace management platform that enables organizations to optimize office space usage through smart desk booking, occupancy

insights, and seamless integrations with existing workplace tools. Delivered as a scalable SaaS solution on a secure, serverless AWS architecture, iotspot offers mobile and web applications, open APIs for integration, and real-time analytics to support hybrid work strategies.

2.2. Iotspot technology

The iotspot services comprises software and hardware components:

1. iotspot(s), which is a Hardware device that identifies both desks and rooms physically in the office as well as virtually on the Internet;
2. Smart sensors, which are Hardware devices that monitor and provide information about occupancy, utilisation and interior climate parameters;
3. An Internet of Things (IoT) communication infrastructure for the iotspot independent of the Customer's ICT infrastructure;
4. A mobile App for users to interact with the iotspot(s), downloadable from the iOS and Android online stores;
5. An Amazon WebServices Cloud Server infrastructure, to store and report on the workspace management transactions;
6. A Web-based booking and analytics portal; and
7. A Map view of the office layout, based on Google Maps technology and modified for in office application.

2.3. Iotspot Service Level

The Service Levels that iotspot B.V promises to deliver are:

1. Availability outside Excusable Downtime is:
   a. 99.5% available for use between 06:00:00 to 20:00:00, 7 days a week and 365 days a year; and
   b. 99.0% available for use between 20:00:01 and 05:59:59, 7 days a week and 365 days a year;
2. Number of Incidents per year:
   a. For Priority Level 1 (P1) Incident: not more than 1 per component;
   b. For Priority Level 2 (P2) Incident: not more than 2 per component;
   c. For Priority Level 3 (P3) Incident: not more than 4 per component; and
   d. For Priority Level 4 (P4) Incident: not more than 7 per component.

2.4. Recording and reporting

iotspot shall record and maintain detailed records of all reported and detected Incidents related to the services. Such records shall include, at a minimum, the date and time of

occurrence and detection, Incident description, affected services or components, severity classification, actions taken, resolution status, root cause analysis (where applicable), and timestamps for key milestones such as response and resolution times. These records will be retained for audit and service improvement purposes. Customers may, upon reasonable request, obtain access to relevant Incident records or summaries thereof for review and discussion.

3. Iotspot Service Desk, Service Window and Contact

Customer may submit requests to iotspot for the provision of support services in connection with Incidents affecting the iotspot infrastructure. iotspot shall use commercially reasonable efforts to respond to and resolve such Incidents within the applicable service levels.

During office hours (08:00 – 18:00, Customer's local time zone), Customer shall contact the iotspot Service Desk via email (support@iotspot.co). In the event of Priority 1 (P1) or Priority 2 (P2) incidents, Customer shall additionally notify its designated Account Manager without undue delay.

Outside the service window (18:00 – 08:00, Customer's local time zone), iotspot shall provide limited support services and shall use commercially reasonable efforts to address Priority 1 (P1) and Priority 2 (P2) incidents, including the engagement of appropriate personnel as deemed necessary by iotspot.

Customer shall ensure that its designated contact person is available and capable of providing all information reasonably required by iotspot to assess and resolve the Incident. iotspot reserves the right to request additional information, logs, or other supporting evidence from the Customer. Any delay in providing such information may result in delayed response or resolution times, for which iotspot shall not be held responsible.

4. Incident Management

4.1. Description

This process governs the interaction between the Customer and iotspot in the event of an Incident affecting the delivery of the Services. Communication shall take place between the Customer's Support Centre (Level Zero) and the iotspot Service Desk.

4.2. Incident Response Time

The maximum Response Time per Incident Priority Level is defined below:

Priority Level	Maximum Response Time	Service Window	Reporting means
Priority Level 1 (P1)	180 minutes	24x7 support	Phone and email
Priority Level 2 (P2)	300 minutes	24x7 support	Phone and email
Priority Level 3 (P3)	1 Working Day	08:00 – 18:00 LToC	Email
Priority Level 4 (P4)	2 Working Day	08:00 – 18:00 LToC	Email

Please note that Priority 1 (P1) and Priority 2 (P2) Incidents must be reported via the support e-mail (support@iotspot.co) and additionally by telephone to your Account Manager in order to guarantee the listed Response Time.

4.3. Reporting an Incident

The Incident reporting and resolution process shall be as follows:

1. An Incident shall be reported by either the Customer or iotspot via email and/or telephone.

2. The Customer shall indicate the priority level and provide justification; iotspot shall review and determine the final priority classification.

3. Relevant Customer data shall be collected, and the Incident shall be formally logged by both parties, where applicable.

4. Incident reference numbers shall be exchanged between the parties.

5. iotspot shall perform analysis and diagnosis of the Incident.

6. iotspot shall undertake resolution actions to remediate the Incident.

7. iotspot shall perform testing to confirm resolution.

8. iotspot shall notify the Customer of pre-closure.

9. Final closure of the Incident shall be confirmed.

When reporting an Incident, the Customer shall provide, to the extent reasonably available, the following information:

1. A detailed description of the Incident, including observed behavior or deviations from normal operation;

2. Relevant dates, times, and locations (including country and site details);

3. The number of devices affected;

4. For hardware-related issues, the identification (ID) of affected devices;

5. For mobile application issues, device types and operating system versions;

6. Any relevant technical details of the affected location; and

7. Any available historical information related to the Incident.

In the event that an Incident cannot be clearly attributed to either the Customer's domain or the iotspot domain, both parties shall cooperate in good faith to investigate and resolve the Incident. Following resolution, either party may initiate a review to determine why the point of origin could not be identified at an earlier stage.

Where an Incident is determined to originate within the Customer's domain, iotspot may, at its discretion, provide support on a best-effort basis without any obligation to meet defined service levels.

4.4. Incident Resolution Time

The maximum Resolution Time per Incident Priority Level is defined below.

Priority Level	Maximum Resolution Time	Service Window	Reporting means
Priority Level 1 (P1)	18 hours	24x7 support	Phone and email
Priority Level 2 (P2)	48 hours	24x7 support	Phone and email
Priority Level 3 (P3)	4 Working Days	08:00 – 18:00 LToC	Email
Priority Level 4 (P4)	6 Working Days	08:00 – 18:00 LToC	Email

For Priority Level 1 (P1) and Priority Level 2 (P2) Incidents, the Resolution Time shall commence immediately upon the Customer reporting the Incident to the iotspot Service Desk (the "Incident Start Time"). Such Incidents must be reported by telephone, in addition to notification by email (support@iotspot.co).

Priority Level 3 (P3) and Priority Level 4 (P4) Incidents shall be handled within the Service Window. These Incidents shall be reported by the Customer via email (support@iotspot.co). For Incidents reported outside the Service Window (18:00 – 08:00, Customer's local time), the Resolution Time shall commence at the start of the next Service Window on the following Working Day.

4.5. Progress of Incident

Following the reporting of a Priority Level 1 (P1) Incident, iotspot shall provide the Customer with regular progress updates (approximately every six (6) hours) via email. Each

update shall include the current status of the Incident, including diagnosis, actions taken, and the expected time to resolution.

At a minimum, each progress report shall include:

1. A description of the Incident;

2. Actions undertaken to date and any required follow-up actions;

3. An indication of the expected resolution or repair time; and

4. The scheduled time for the next status update.

In the event that the agreed Resolution Time is expected to be exceeded, or if the Incident is deemed critical, the escalation process as described in this Service Level Agreement shall be initiated.

4.6. Closure of an Incident

Upon closure of a Priority Level 1 (P1) Incident, iotspot shall provide the Customer with an Incident statement. Following resolution and internal investigation, iotspot shall prepare a problem report detailing the root cause of the Incident, the resolution implemented, and any structural corrective actions taken.

The Incident statement and, where applicable, the problem report shall include at a minimum:

1. Confirmation of whether the Incident has been resolved temporarily or permanently;

2. A summary of the actions undertaken to resolve the Incident;

3. The date and time of resolution;

In addition, the problem report shall include:

1. Any required follow-up actions where the Incident has been resolved on a temporary basis (in which case the Incident shall be classified as a Problem); and

2. The identified root cause of the Incident (reason for outage).

5. Escalation Management

Escalation management governs the transfer of responsibility to higher levels of authority where agreed Service Levels are at risk of not being met. Escalation ensures increased management attention and prioritisation, with the objective of restoring service as quickly as possible.

The escalation management procedure also serves to keep both parties informed of the scope and impact of an Incident, its progress, the estimated time to resolution, and any required interim or emergency measures. This procedure applies to all aspects of the Service.

The Customer may indicate the priority level when submitting an Incident via the Service Desk (email or telephone). The indicated priority shall be reviewed and validated by iotspot Service Desk personnel and, if agreed, applied in accordance with the priority definitions set out in Table 1.

Only a limited number of authorised Customer representatives may request an increase in Incident priority or escalation level. The roles and contacts of Customer and iotspot personnel involved in Incident and escalation management are defined in the following Section.

5.1. Escalation levels

Incidents may be escalated through the following levels to ensure appropriate attention and timely resolution:

Level 1 – Service Desk (Operational Level):
Initial handling of the Incident by the iotspot Service Desk. This includes Incident logging, basic troubleshooting, and standard resolution procedures.

Level 2 – Technical Specialists (Specialist Level):
If the Incident cannot be resolved at Level 1, it shall be escalated to specialised technical resources for in-depth analysis and resolution.

Level 3 – Executive Escalation (Strategic Level):
In the event of critical service disruption, prolonged outage, or significant business risk, the Incident may be escalated to senior management of both parties for immediate attention and decision-making.

An escalation may be initiated by either the Customer or iotspot Service Desk personnel and shall proceed sequentially through the escalation levels defined above, based on the nature, impact, and progress of the Incident.

Prior to escalation to a higher level, the initiating party shall inform its counterpart at the corresponding level. Each level shall first seek alignment with its designated counterpart before escalating internally to the next level of responsibility within its own organisation.

6. Hardware related Incident and/or Problem; RMA

Hardware replacement (RMA) shall be provided for defective devices covered under warranty, subject to prior assessment and approval by iotspot. iotspot shall perform triage to determine the cause of the reported failure. Replacement shall only be provided where the defect is confirmed to result from normal use and not from misuse, improper handling, unauthorised modifications, or other Customer-attributable causes.

In the event that hardware replacement is required, the Service Desk shall be notified via email. Upon approval, the Service Desk may replace the defective device with a replacement unit and ensure that the platform and services are configured accordingly. The defective hardware shall be returned to iotspot for further assessment and authorisation.

Annex A – SLA Information Chart

This section details the customer information and contact details of staff responsible and accountable for the execution of the Service Level Agreement.

Customer information	
Legal Entity Name	
Country	
Street name	
Street number	
Postal Code	
City	

Escalation level	Role	Name	Email	Phone nr.
Level 1				
Level 2				
Level 3				

This section details the contact details of iotspot and staff responsible and accountable for execution of the Service Level Agreement.

iotspot information	
Legal Entity Name	Iotspot B.V

Country	The Netherlands
Street name	Veemarktkade
Street number	8
Postal Code	5222 AE
City	's-Hertogenbosch

Escalation level	Role	Name	Email	Phone nr.
Level 1	Service Desk		support@iotspot.co	
Level 2	Technical Specialist		develop@iotspot.co	
Level 3	Managing Director		mark@iotspot.co	