

SUPPORT AGREEMENT LEVEL 1

1. General

Support Level 1 includes:

- Basic Support
- Access to the Aritma Support Team by phone (Monday - Friday: 0900 - 1500).

2. Performance

Aritma will always make every reasonable effort to keep the services available and maintain the technical solution in an operational state.

3. Scheduled maintenance

Aritma will conduct scheduled maintenance on the technical solution and shall provide reasonable advance notice to the Customer. Aritma acknowledges the importance of minimizing disruptions to the Customer's services and will make every effort to inform the Customer of any planned maintenance activities with sufficient lead time.

4. Point of contact and service hours (CEST)

Support Website: <https://www.aritma.com/support>

Support Email: support@aritma.com

Support Phone: +47 55 34 91 50

Service Hours: Monday - Friday: 0800 - 1600
(Norwegian holidays excluded)

5. Issue reporting and ticketing system.

All issues must either be reported to support@aritma.com or by using the Support Form on Aritma's Support Pages and provide a detailed description of the issue.

Every reported issue will be given a ticket for the Customer to use when reaching out to the Aritma Support Team.

6. Timing

Aritma will use its best efforts to solve any issues or defects within a reasonable time.