

SUPPORT AGREEMENT LEVEL 2

1. General

Support Level 2 includes:

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

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. Responsibility

4.1 Customer responsibility

The Customer is solely responsible for ensuring that they have thoroughly inspected and exhausted all available options within their own systems, before concluding that the issue is caused by the service provided by Aritma, prior to reaching out to the Aritma regarding any issues.

In addition, it is imperative for the Customer to promptly provide any necessary resources requested by the Aritma to effectively address the reported issue.

4.2 Aritma's responsibility

Aritma is dedicated to maintaining a consistent level of service as outlined in this document and assures the availability of essential resources to fulfil its obligations.

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. Priority levels

Aritma will assign the reported issues to relevant response times according to the following matrix:

Critical Priority 1	Critical issues signify the highest level of severity and demands immediate attention. It refers to a problem that significantly hinders or completely prevents the normal operation of the system or service.
High Priority 2	High-level issues indicate significant disruptions or limitations in system performance, functionality, or services.
Normal Priority 3	These issues typically refer to minor malfunctions, inconveniences, or deviations from expected performance, which do not significantly impact the overall functioning or safety of the system or process.

7. Response and resolution time

Aritma will use its best efforts to resolve any issues or defects within the response and resolution time detailed below:

Level	Response time	Initiation time	Resolution time
Priority 1	2 hours within service hours	Immediately	Continuously until the issue is fixed.
Priority 2	4 hours within service hours	4 hours within service hours	Continuously until the issue is fixed.
Priority 3	8 hours within service hours	2 working days	No specific requirement.

8. 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)