

SUPPORT AGREEMENT LEVEL 3

1. General

Support Level 3 includes:

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

2. Performance

2.1. Minimum uptime.

Aritma will have the service available with an uptime at minimum 99,7%.

2.2 Uptime calculation

The uptime of the service shall be calculated on a monthly basis, using the following formula:

$$\frac{(\text{minutes a month}) - (\text{minutes downtime} - \text{exempt time})}{(\text{minutes a month})}$$

Exempt time means downtime caused by issues out of Aritmas control and scheduled maintenance.

The calculation of downtime will only apply for priority 1 issues.

3. Scheduled maintenance

Aritma will conduct scheduled maintenance on the technical solution and will strive to do this in periods with low traffic or between 00:00 - 06:00.

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.

Before any scheduled maintenance that will disrupt the service Aritma will provide a minimum of 5 days' notice to the Customer.

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	30 min within service hours	Immediately	Continuously until the issue is fixed.
Priority 2	60 min within service hours	60 min within service hours	Continuously until the issue is fixed.
Priority 3	8 hours within service hours	2 working days	No specific requirement.

8. Compensation

The Customer may be entitled to be compensated a proportionate part of the Support Fee if the system does not meet the minimum agreed uptime.

The Customer's right to demand compensation requires the Customer to report Aritma's failure to meet the agreed minimum uptime, and within 30 days after the end of the foregoing month.

The compensation levels are as follows:

Deviation %	Monthly compensation
-0,01 to -1,0	2 %
-1,01 to -2,0	4 %
-2,01 to -3,0	10 %

-3,01 to -4,0	15 %
-4,01 to -5,0	25 %
Over 5,01	50 %

9. 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)