

# Service Level Agreement (SLA)

Version December 2025



The provisions of the Agreement apply to this Service Level Agreement (SLA). The SLA contains the Service Levels relating to the Services provided by Hello Energy and does not apply to services and/or products provided by Partners.

## 1. Support

Hello Energy offers support to Client and User(s) with regard to user questions, requests for changes to the Services and incidents.

Support can be requested by opening a support desk ticket via [support@hello-energy.com](mailto:support@hello-energy.com) (24x7). Incidents can also be reported by phone at +31 88 436 7400 during office hours (Monday to Friday between 09:00–17:00 CE(S)T), after which Hello Energy will register a ticket.

Client will appoint an authorized super user who will act as a contact person for Hello Energy under this SLA. With regard to the Application, super users are responsible for adding or changing Users.

## 2. Maintenance

Hello Energy performs regular maintenance on the Services. If planned maintenance results in unavailability of Services, Hello Energy will inform the super user of Client at least five (5) business days in advance of the date and time of the planned maintenance.

Client understands and agrees that there can be cases of emergency maintenance, meaning that Hello Energy has to disrupt Services without prior notification. Information will be sent to the super user of Client via a notification email shortly after or during the maintenance.

Maintenance will be carried out as much as possible outside of office hours.

## 3. Changes

Changes to the Services may be requested by Client's super user by means of opening a ticket. The ticket must clearly describe the requested change and the reason for the change. Hello Energy aims to respond within one (1) business day. The turnaround time for implementing the change depends on

the requested change and will be agreed upon between Hello Energy and Client.

Changes with, at Hello Energy's discretion, limited impact and/or risk, will be carried out under this SLA and are included in the fees payable by Client for the use of the Services.

Changes other than those referred to above, including changes with a major impact and/or risk, are considered projects. These changes are not covered by this SLA, are not included in the fees payable by Client for the use of the Services and must be recorded on a separate Order Form.

## 4. Incidents

In case of an incident, the priority of the incident is determined by Hello Energy in consultation with the super user of Client. Hello Energy uses the below priority levels.

- **Priority 1: High**

The incident has a significant impact on the functioning of Services. It often involves a production disruption, in which the Hello Energy Services are totally unavailable or the reliability thereof cannot be guaranteed and all Users are affected.

- **Priority 2- Medium**

The incident has a medium impact on the functioning of Services, but cannot be categorised as Priority 1. This often involves a production disruption, in which the Services are only partly available, the functioning is not severely disrupted/impeded and only a limited number of Users are affected.

- **Priority 3: Low**

The incident has a low impact on Services, and does not cause a production disruption. Examples include cosmetic errors.

Hello Energy aims to respond to incidents within the following target response times (reactietijden), measured from the time a ticket is reported:

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- Priority 1: within four (4) business hours after report is received.
- Priority 2: within twenty-four (24) business hours after report is received.
- Priority 3: within two (2) business days after report is received.

The response times are measured and recorded by Hello Energy, starting at ticket creation and ending when Hello Energy provides feedback or takes action on the incident, of which the super user of Client will be informed.

## 4. Uptime

The uptime is the time that the Application is available to Client/User(s) for a measurement period during office hours. The measurement period involves a period of one calendar month. Hello Energy guarantees a monthly uptime of the Application of at least 99%. Uptime is measured by Hello Energy.

The following circumstances do not constitute downtime:

- unavailability during the performance of maintenance;
- unavailability during the performance of work in connection with customization requested by Client;
- unavailability as a result of improper use of the Application by Client/User(s);
- unavailability as a result of a malfunction in the telecommunications or (power) infrastructure of third parties (not being the hosting provider of Hello Energy).