



APPENDIX II: SERVICE-LEVEL AGREEMENT

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1. SCOPE

The purpose of this Service-Level Agreement (the “SLA”) is to describe the Support and Maintenance Services provided by IZIX in connection to the Agreement and the service levels that aim to ensure that the IZIX Services are of a high level of quality corresponding to the Parties’ requirements.

2. SERVICE LEVELS

2.1 Availability of the Parking Operating System and the Mobile App

The availability of the Parking Operating System and the Mobile App is expressed as a percentage of time calculated on a monthly basis (“Software Availability”) during which the Mobile App will be accessible and usable. IZIX undertakes to use all reasonable commercial and technical efforts to ensure the following level of Software Availability:

Time Frame	Software Availability
Monday through Sunday (24/7)	99.75%

2.2 Access Device Availability

The availability of the Access Device is expressed as a percentage of time calculated on a monthly basis (“Operational Availability”) during which the Access Device will be available and usable. IZIX undertakes to use all reasonable commercial and technical efforts to ensure the following level of Operational Availability:

Time Frame	Operational Availability
Monday through Sunday (24/7)	99.75%

“Excusable Downtime” is the time during which the Parking Operating System and/or the Mobile App and/or, where applicable, the Access Device are not accessible and usable due to (i) Force majeure event, (ii) maintenance scheduled by IZIX at least 3 days in advance, or (iii) use not in accordance with the terms of the Agreement and in particular the General Terms and Conditions and the Terms of Use. Excusable Downtime will not be taken into account when confirming whether the service levels (Software Availability and/or Operational Availability) have been achieved.

If the Software Availability and Operational Availability service levels are not achieved over a given monthly period (excluding Excusable Downtime), the Customer will be entitled to a reduction in the Usage Costs related to the affected Parking Lots, calculated according to the following table:

Software Availability during month N	Operational Availability during month N	Reduction
< 99.75 % and ≥ 99.5 %	< 99.75 % and ≥ 99.5 %	20% of the Usage Costs for month N
< 99.5% and ≥ 99%	< 99.5% and ≥ 99%	30% of the Usage Costs for month N
< 99% and ≥ 97%	< 99% and ≥ 97%	40% of the Usage Costs for month N
< 97% and ≥ 95%	< 97% and ≥ 95%	50% of the Usage Costs for month N
< 95%	< 95%	80% of the Usage Costs for month N

The reduction will be applied on the next invoice issued by IZIX to the attention of the Customer concerned, it being up to them to reflect it on the costs invoiced to the Customer concerned. IZIX assumes no responsibility in this regard.

3. MAINTENANCE AND SUPPORT SERVICES

3.1 Definitions

- 3.1.1 “Resolution Time” means the target resolution time associated with a priority level as defined in this SLA.
- 3.1.2 “Response Time” means the target response time associated with a priority level as defined in this SLA.
- 3.1.3 “Priority Level” means the level assigned to an Incident or Problem as defined in this SLA.
- 3.1.4 “Incident” means each question, request, complaint, error report, or comment concerning the Parking Operating System or the Mobile App or, where applicable, the Access Device, including concerning performance by the Parking Operating System, the Mobile App or, where applicable, the Access Device that is perceived as faulty.
- 3.1.5 “Problem” means the cause of an Incident, which is either a Technical Problem or an Other Problem.
- 3.1.6 “Technical Problem” means a malfunction of the Parking Operating System, the Mobile App, or, where applicable, the Access Device.
- 3.1.7 “Other Problem” means any Problem other than a Technical Problem, such as any Problem resulting from the Owner, the Occupant, and/or any User not using the Parking Lot(s), Parking Operating System, Mobile App, or Access Device in accordance with the terms and conditions of the Agreement.

3.2 Incident Management and Resolution

IZIX will make reasonable efforts to handle any Incident caused by a Technical Problem in accordance with the Response and Resolution Times and according to the Priority Level of the Incident in question, as mentioned in this SLA, and to remedy the underlying Technical Problem. If it turns out that the Incident is caused by an Other Problem, IZIX will have no obligation to remedy it within the scope of the Maintenance and Support Services but may do so at the request of the Customer within the scope of General Maintenance.

Incidents that are not related to a Problem (for example, without limitation, a suggestion or a request for information) are considered to have no Priority Level, and IZIX will handle them to the extent of



its ability and where applicable within the scope of General Maintenance.

If IZIX is unable to meet the Response Times and/or the Resolution Times specified in this SLA, IZIX will communicate a specific action plan to the Customer concerned.

3.3 Availability

Support and Maintenance Services are available from 9:00 a.m. to 5:00 p.m. CET on Coverage Days.

4. GENERAL MAINTENANCE

Any service performed by IZIX within the scope of this SLA that does not constitute the resolution of a Technical Problem (and the related Incident) will be considered General Maintenance and will be billed separately as "Consultancy Costs".

General Maintenance includes (but is not limited to):

- assistance in remedying the non-operation of the parking lot barrier or gate, for which diagnostic information is received confirming that the non-operation of the barrier/gate is not caused by a malfunction of the Access Device;
- advice on how to use, configure, or administer the Mobile App and the Access Device;
- advice on how to rectify problems in areas other than the Mobile App (such as, but not limited to, modifications and/or enhancements to the Mobile App) that have resulted in the inability to use the Mobile App;
- modified specifications, change requests, and impact analyses;
- resolution of an Other Problem (and the related Incident);
- providing, at the request of the Customer, the documentation related to the work carried out by IZIX within the scope of General Maintenance.

5. OBLIGATIONS OF THE CUSTOMER

In order to enable IZIX to be able to perform its obligations in accordance with this SLA, the Customer must:

- provide IZIX with all relevant information when reporting an Incident, including, without limitation, the name of the person reporting the Incident, the date of the Incident, and a description of the Incident and the presumed underlying Problem, where applicable, and any other diagnostic information that may be useful;
- provide IZIX with all commercially reasonable assistance necessary to reproduce and demonstrate any Problem;
- provide IZIX with diagnostic information confirming whether or not the non-operation of the barrier/gate is due to the non-operation of the Access Device;
- provide IZIX with all documentation, test cases, sample data, and anything else reasonably required by IZIX to

9. OVERVIEW OF SERVICE LEVELS

Priority level	Description	Response time	Target resolution time (Incidents)	Target resolution time (Problems)	Solution (for Problems)
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- investigate the reported Incident and rectify the Problem, where applicable;
- give notice of any Incident without delay.

6. INCIDENT REPORTING

In the event of an Incident taking place in a Building whose parking lot and/or security is managed by an office dedicated to on-site installations and/or a security office operated directly or indirectly by the Customer, Incidents must first be reported to these on-site services, who will redirect them to IZIX if necessary.

Any Incident must be reported as follows:

- through the online support service (i.e., the reporting tool contained in the Mobile App's web application);
- only in the absence of access to the online support service, through contact by e-mail or telephone;
- for any Technical Problem with a presumed Priority Level of 1 or 2, through the online support service, with prompt confirmation by telephone, provided that Priority Level 1 and 2 Technical Problems that are not confirmed by telephone will be considered Priority Level 3 Technical Problems.

Although the support services cover coverage hours during coverage days, other support measures (e.g., on-call support) may apply when support services are provided outside of coverage hours and coverage days.

Contact information for the service desk are as follows (and may be updated from time to time by IZIX, with notice to the Customer):

Support E-mail	support@izix.eu
General Support	+32.2.880.05.52
SLA Support (Levels 1 et 2)	+32.2.588.43.95

7. PERFORMANCE REPORTING

At the request of the Customer, and at most once per month, IZIX will provide a report (on, for example, the number of Incidents reported, the type of Incidents (i.e., caused by a Technical Problem or Other Problem or not caused by a Problem), or the IZIX Solution and Operational Availability service levels).

8. EFFECT OF TERMINATION

Termination of the Agreement for any reason will result in the immediate termination of any Support and Maintenance Services. Non-payment of all or part of the Charges when due will result in the immediate suspension of the Support and Maintenance Services even in the absence of termination of the Agreement.



<p>1 Urgent</p>	<p>Unavailability of Mobile App Non-functioning of Mobile App Non-functioning of Be Park Access Device Critical performance degradation to all car park users</p>	<p>1h (Working Hour)</p>	<p>5h (Working Hours)</p>	<p>6d (Working Days)</p>	<p>Product patch or hotfix is provided; or Satisfactory workaround is provided; and Satisfactory workaround is provided; and Fix incorporated into future release (but not necessarily within the target resolution time); and Fix or workaround incorporated into knowledge base (but not necessarily within the target resolution time).</p>
<p>2 Very High</p>	<p>Major Application business functions unavailable causing critical impact to business operations Major parts of Application unavailable causing critical impact to business operations Critical performance degradation to all Application users</p>	<p>3h (Working Hours)</p>	<p>8h (Working Hours)</p>	<p>12d (Working Days)</p>	<p>Product patch is provided; or Satisfactory workaround is provided; and Satisfactory workaround is provided; and Fix incorporated into future release (but not necessarily within the target resolution time); and Fix or workaround incorporated into knowledge base (but not necessarily within the target resolution time).</p>
<p>3 High</p>	<p>Some Application functions unavailable causing significant impact to some business operations Significant performance degradation to all Application users</p>	<p>5h (Working Hours)</p>	<p>12h (Working Hours)</p>	<p>14d (Working Days)</p>	<p>Product patch is provided; or Satisfactory workaround is provided; and Satisfactory workaround is provided; and Fix incorporated into future release (but not necessarily within the target resolution time); and Fix or workaround incorporated into knowledge base (but not necessarily within the target resolution time).</p>
<p>4 Medium</p>	<p>Non-critical part of Application unavailable Some Application functions unavailable causing insignificant impact to business operations Work-around is available</p>	<p>1d (Working Day)</p>	<p>2d (Working Day)</p>	<p>24d (Working Days)</p>	<p>Answer to question is provided; or Satisfactory workaround is provided; and Fix incorporated into future release (but not necessarily within the target resolution time); and Fix or workaround incorporated into knowledge base (but not necessarily within the target resolution time).</p>
<p>5 Low</p>	<p>Non-critical problem Work-around is available Insignificant performance degradation Minor inconvenience Minor problem Problem of presentation or documentation error</p>	<p>5d (Working Days)</p>	<p>5d (Working Days)</p>	<p>48d (Working Days)</p>	<p>Answer to question is provided; or Satisfactory workaround is provided; and Fix incorporated into future release (but not necessarily within the target resolution time); and Fix or workaround incorporated into knowledge base (but not necessarily within the target resolution time).</p>



(non-bug)	Changed specification Enquiry Suggestion Request for Change Impact Analysis				
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LAST UPDATE DATE: October 28TH, 2024