Seamless Service Level

Last Updated: August 10, 2022

This Seamless Service Level Agreement ("SLA") is a policy governing the use of Seamless under the terms of the Seamless Customer Agreement with us governing your use of Seamless (the "Agreement"). Unless otherwise provided herein, this SLA is subject to the terms of the Agreement and capitalized terms will have the meaning specified in the Agreement. We reserve the right to change the terms of this SLA in accordance with the Agreement.

1. Service Commitment

Contemi is responsible for technical operation and maintenance of software, hardware and the storage solution included in Seamless, as well as administration of system software so that the Seamless is available. Contemi will use commercially reasonable efforts to make Seamless available with a Monthly Uptime Percentage of 99.5%, defined as Availability (see Availability below).

2. Support & assistance

2.1 Troubleshooting

If it should become necessary for Contemi to stop the Services in order to perform extraordinary troubleshooting, Contemi will notify you of this. Both parties agree to collaborate in implementing troubleshooting in a way that causes the least possible inconvenience to you.

2.2 Dedicated contact persons

All customers with access to Seamless need to have a dedicated contact person. The contact details for the first dedicated contact person must be mentioned in the Purchase Order. Replacing or adding dedicated contact persons can be done during and after initial onboarding by informing Contemi in writing.

Dedicated contact person's responsibilities include:

- Taking the responsibility as system owner for Seamless at your organization.
- Sharing communication from Contemi with the rest of the users in your organization
- Working as project manager/coordinator for implementing Seamless in your organization
- Being system administrator for Seamless at the Customer
- Obtaining enough knowledge/information about Seamless to be a helpful resource for the rest of Seamless users at the Customer
- Making sure Seamless users get a user account and can log in to Seamless
- Making sure Seamless users have the correct and updated software and computer settings to use Seamless
- Handle communication with your IT department / IT Partner
- Ordering additional sessions or services
- Creating or maintaining a procedure or guidelines for how your organization should use Seamless
- Contacting Contemi regarding service faults or technical operational support
- Ordering technical assistance from Contemi Supplier if needed

2.3 Support and assistance

Your dedicated contact persons will have access to Contemi Service Desk, where they can report issues, add improvement suggestions, order products and services, find information related to the Service, and more.

Contemi Service Desk is available in Seamless (Support section in the bottom right) or through: https://contemi.atlassian.net/servicedesk/customer/portal/9

Seamless Support is available 08:00 – 16:00 in your (Contracting entity's main office's) local time zone except Saturdays, Sundays, public holidays, Christmas Eve and New Year's Eve.

Your dedicated contact persons are responsible for providing enough information to Seamless support team regarding the issue/request so that the Seamless support team can process it.

Examples of information that will help processing the issue/request:

- Screen shots showing the issue and the complete user desktop
- Video recording showing what the user does
- Copied text from error message code pasted into contact form
- A description of what happened, what was supposed to happen, or what the user tried to do
- How many users it affects (one, few, many, all)?
- How critical this issue is for your business?
- Which software version (operating system, web browser) is installed on the user's computer where the issue occurs?

After your contact person records the necessary information, he or she will receive a reference number for the error report once registration is complete. The error report is considered received when your dedicated contact person has provided enough information.

Contemi will try to reproduce your issue based on the provided information and manage possible faults with Seamless or the hosting of Seamless.

An **Incident** is defined as an event that causes disruption to or a reduction in the quality of Seamless which requires an emergency response. An incident is resolved when the affected service resumes functioning in its usual way.

Incidents are classified according to the priorities as shown in the table below, with the corresponding service hour response times.

Priority	Category	Description	Response Time
1	Critical	All or large parts of Seamless are unavailable or operate in a degraded manner	1 hour
2	High	Important critical functions of Seamless do not work or such functions operate in a degraded manner	4 hours
3	Normal	Non-critical functions of Seamless do not work or such functions operate in a degraded manner	2 working days

Where Contemi offers technical assistance for trouble-shooting your specific issues, supporting with third party applications, assisting or configuring software on a user's computer etc, such technical assistance provided is invoiced according to Contemi's hourly rates for consulting.

2.4 Service Performance

Contemi has set up the infrastructure for Seamless to support the required data load calculated for you.

As Seamless is offered as Software as a Service (SaaS), the individual user's performance is dependent on the user's current Internet connection between the user's PC and the infrastructure of Seamless.

Factors that contribute to the user's performance includes:

- The hardware on the user's computer
- The installed software on the user's computer (Operating system, web browser, browser tool bars)
- Antivirus / firewall / proxy at your infrastructure or user's computer
- The wireless adapter in the user's computer
- The wireless router in the user's location
- The wireless connection speed on the user's computer
- The distance between user's computer and wireless router, and if there are obstacles between them
- If the user is on a fixed cable connection
- The total bandwidth of your Internet connection
- What type of Internet connection you have (mobile broad band or fiber)
- How many other users are on the same network simultaneously
- The time of day
- The size of the files the user is working with in relation to the user's current Internet
- connection
- Which Internet Service Provider you have
- The physical distance between the user and the infrastructure of Seamless (data center)

3. Back-up

Back-up of data in Seamless is managed through our AWS Services. The AWS Aurora service treats database instances separately to the data, and the data is automatically replicated across multiple Availability Zones inside one Region.

> "When data is written to the primary DB instance, Aurora synchronously replicates the data across Availability Zones to six storage nodes associated with your cluster volume. Doing so provides data redundancy, eliminates I/O freezes, and minimizes latency spikes during system backups." For more information, please go to: https://docs.aws.amazon.com/AmazonRDS/latest/AuroraUserGuide/Concepts.AuroraHighAvailability.html

The backup retention period is configured by Contemi's Cloud Operations team. The retention period for Seamless is set to 30 days.

> "Aurora backs up your cluster volume automatically and retains restore data for the length of the backup retention period. Aurora backups are continuous and incremental so you can quickly restore to any point within the backup retention period. No performance impact or interruption of database service occurs as backup data is being written. You can specify a backup retention period, from 1 to 35 days, when you create or modify a DB cluster. Aurora backups are stored in Amazon S3." For more information, please go to: https://docs.aws.amazon.com/AmazonRDS/latest/AuroraUserGuide/Aurora.Managing.Backups.html

4. Availability

Availability is measured in the form of Uptime. Uptime is defined as the percentage of time users have access to Seamless via the internet, measured against the number of hours in which Seamless should be available.

Uptime is not considered reduced by:

- Time taken in making back-ups, restarting or planned maintenance
- Circumstances outside the Supplier's responsibility or control, such as customer's internet access
- SLA exclusions listed in section 5

The Supplier endeavours to achieve an average uptime of more than 99,5% for Seamless during the time period 00:00-23:59. Availability is measured per month.

The availability is continuously monitored by using Icinga that pings the services in the infrastructure every 5 minutes. A notification email is triggered at once when any services are found unresponsive, and this is picked up at once by the IT and DevOps team in Contemi.

5. Seamless SLA Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of Seamless, or any other Seamless performance issues:

(i) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems;

(ii) that result from any voluntary actions or inactions from you or any third party;

(iii) that result from you not following the best practices described in the Seamless Documentation on the Seamless Site;

(iv) that result from your equipment, software or other technology and/or third-party equipment, software or other technology (other than third party equipment within our direct control);

(v) arising from our suspension and termination of your right to use Seamless in accordance with the Agreement (collectively, the "Seamless SLA Exclusions"); or

(vi) due to infrastructure issues from Amazon Web Services