

APPENDIX: ICAREUS SUITE OVP SERVICE LEVEL AGREEMENT (SLA)

GENERAL

Icareus shall provide service to maintain the Icareus Suite in operating condition so that it performs in accordance with the specifications. Such maintenance services shall be provided on an agreed release basis between the CUSTOMER and Icareus.

This Agreement provides a support service during the Coverage Hours as defined below.

SERVICE AVAILABILITY

Service availability refers to the ability of a service to perform an agreed function within the required time. Availability is usually expressed as a percentage of the time the service is actually available compared to the agreed time.

Service	Availability	Maximum break during the service time
Icareus Suite OVP Video Cloud	99,9 %	30 min

Performance meter	Target
Maximum number of service outages / month	4 outages /month
Number of agreed maintenance outages / month	1 / month or by separate agreement. In addition, Icareus updates the cloud service every Monday. The update takes a few minutes.

The sanctions are defined in Icareus Suite OVP Terms & Conditions.

SERVICE LEVEL PLANS

Icareus offers three (3) service levels:

1. Standard – when service is carried out during office hours 8/5
2. Extended – when service is carried out 12/7
3. Superior – when service is carried out 24/7

The table below shows the main difference between the four service levels.

SERVICE DESCRIPTION	STANDARD	EXTENDED 12/7	SUPERIOR 24/7
All Major and Minor software updates regarding <i>related application or software</i>	X	X	X
Number of support tickets / month			
During office hours	5	10	unlimited
Outside office hours (18:00-22:00 GMT +02:00)	0	5	10
Outside office hours (22:00-10:00 GMT +02:00)	0	0	5
Technical assistance, including configuration and installation info, via phone, email and web regarding software malfunctions during office hours.	X	X	X

Coverage hours for Icareus maintenance team hotline: mobile phone, production email. (The following days are excluded in all levels): Christmas eve and -day.	Monday – Friday excluding Finland's public holiday, 10:00-18:00 (GMT +02:00)	7 days a week 10:00-22:00 (GMT +02:00).	24/7
<i>Technical questions</i> response time	3 workdays	2 workdays	1 workday
<i>Phone Support reaction time delay</i> – time starts when customer contacts Icareus and ends once Icareus personnel contacts customer.	1 hour	See below	See below
Priority 5		15 minutes	15 minutes
Priority 4		15 minutes	15 minutes
Priority 3		30 minutes	30 minutes
Priority 2		8 hours*	8 hours*
Priority 1		24 hours*	24 hours*
<i>Recovery time</i> – time starts once Customer contacts Icareus	Not guaranteed		
Priority 5		<u>3 hours</u>	<u>3 hours</u>
Priority 4		<u>6 hours</u>	<u>6 hours</u>
Priority 3		<u>9 hours</u>	<u>9 hours</u>
Priority 2		2 days*	2 days*
Priority 1		N/A	N/A
<i>Solution time</i> – time starts once Customer contacts Icareus	Not guaranteed	Not Guaranteed	
Priority 5			7 days
Priority 4			10 days
Priority 3			20 days
Priority 2			30 days
Priority 1			30 days

* Corresponds to time or day during working hours. The others are understood as calendar.

PRIORITY LEVELS

Priority levels used with the agreement.

LEVELS	DESCRIPTION
<i>Level 5</i>	This priority is going to apply when a failure is concerned, that generates any of the following affectations in the platform: <ul style="list-style-type: none"> More than 1000 mass customers or a percentage of affectation superior to 30% in those services where it can't be possible to determinate the exact number of customers affected

	<ul style="list-style-type: none"> • More than the 30% of affectation in functionalities of high impact for the solution
<i>Level 4</i>	This priority will be used when there is a failure to generate any of the following affectations in the platform: <ul style="list-style-type: none"> • More than 100 and less than 999 mass customers or a percentage of impact between 10 and 30% in those services where you can not determine the exact number of customers affected • More than 10% and less than 30% in high-impact features for the solution • In the execution of management functions and basic operation
<i>Level 3</i>	This priority will be used when there is a failure to generate any of the following affectations in the platform: <ul style="list-style-type: none"> • Less than 99 mass customers or percentage of less than 10% involvement in those services where you can not determine the exact number of customers affected • Less than 10% involvement in high-impact features
<i>Level 2</i>	This priority will be used in event of failure to generate involvement in low-impact features.
<i>Level 1</i>	This priority will be used as general inquiries events or failures that do not generate involvement in functionality or compromise the availability or the good performance of the systems under the stand.

Along with the Support Request, customer must indicate the Priority Level to Icareus.

SOFTWARE UPDATES

From time to time Icareus will release at its discretion upgrades to software/firmware for the purpose of preventative maintenance. These releases will normally be made directly to Cloud service.

TECHNICAL ASSISTANCE, REMOTE DIAGNOSTICS AND WORKAROUNDS

Icareus provides technical assistance, including configuration and installation info, via phone, email and web regarding software malfunctions reported through the Icareus notification procedure as defined below:

The Customer's staff will notify faults to Icareus using telephone, fax, email (*production@icareus.com*) or the Icareus *Issue Tracker* system.

Reported faults will be logged by Icareus and a record kept of subsequent actions, together with the result of those actions.

Faults which are found to be outside of Icareus' responsibilities may be chargeable at the current published hourly rates in force at the time.

Icareus primary activity in correction work is remote diagnostics utilizing standard remote access methods available for Icareus products.

Response times for the technical assistance depend on the service level plan.

ESCALATIONS

Escalations of service requests are made by calling the customer manager and requesting escalation of the service request case. The reason for the escalation must be stated.