



Our SLAs

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1. INTRODUCTION

These SLA (Service Level Agreements) govern the service levels which GleSYS Services must fulfill, and govern the compensation the Customer is entitled to in the event the service levels are not achieved.

2. AGREED SERVICE LEVELS

GleSYS services can be delivered in three different service levels: **SLA Basic**, **SLA Bronze** and **SLA Gold**. The level applicable to the Service or the Services which the Customer purchases is set forth in each Service Agreement or Supplemental Service Agreement.

SERVICE-LEVEL	BASIC	BRONZE	GOLD
Service times (SLA measured)	Weekdays: 8 AM–5 PM	24 hours	24 hours
Guaranteed availability	99,3 %	99,7 %	99,95 %
Response time, weekdays: 8 AM–5 PM	Within 5 minutes	Within 5 minutes	Within 5 minutes
Response time, weekdays: 6 AM–8 AM; 5 PM–12 AM	Next business day	Within 1 hour	Within 1 hour
Response time, weekends & holidays: 8 AM–10 PM	Next business day	Within 1 hour	Within 1 hour
All other times	Next business day	Within 3 hours	Within 1 hour

3. DEFINITIONS

Downtime – The time during Service Times when Availability is not fulfilled, and as described in more detail below.

Comprehensive Error – An error which renders the Service unusable for the Customer or which causes a significant reduction in the performance of the Service.

Response Time – The time within which troubleshooting must be commenced. Commencement of troubleshooting means that a person has actively begun to analyze the error.

Service Time – The time during which the Service Levels in this SLA are measured. Stated times refer to Swedish local time, unless otherwise is set forth in the customer agreement.

Permissible Service Interruption – Interruptions in service due to the following circumstances are Permissible Service Interruptions:

- a. planned service and maintenance of which the Customer has been given notice at least seven (7) days in advance and emergency service for reasons of prevention;
- b. other interruptions in service at the request of the Customer or with the Customer's approval.

Availability – Availability of the Service means that the Service is available at the stated measurement time. Availability is calculated according to the following formula:

$$\text{Availability (\%)} = \frac{S-PSI-DT}{S-PSI} \times 100$$

S = Service Time in hours

PSI = Permissible Service Interruption in hours

DT = Downtime in hours (downtime does not include time for interruptions in service for which GleSYS is not responsible according to section 6)

An example of the application the formula is set forth below.

- Service Time (S) is, for the month, 20 weekdays x 9 hours = 180 hours
- Permissible Service Interruption in time (PSI) is 4 hours
- Downtime (DT) – interruption in services is 3 hours of which the time for which GleSYS is not responsible according to section 6 is 1 hour. DT is therefore two hours.

Availability according to the formula is:

$$\frac{180-1-1}{180-1} \times 100 \approx 99,4 \%$$

4. MEASUREMENT AND REPORTING

Measuring of Availability is carried out at the connection point for the Service.

All service levels are measured per calendar month. Where the Customer requests reporting in conjunction with an order of the relevant Service, a report can be provided by GleSYS on a monthly basis.

Downtime is calculated from the point in time at which the interruption in service is confirmed through reporting from GleSYS' monitoring system, through information in log books or, where this information is not available, from the point in time at which the Customer reported the error by telephone or GleSYS registers an error notice in the matter on its own initiative, until such time as the Service is available again.

5. THE CUSTOMER'S RIGHT TO LIQUIDATED DAMAGES IN THE EVENT OF ANY DEVIATION FROM AGREED SERVICE LEVELS

The Customer is entitled to compensation from GleSYS in the event of deviation from agreed service levels in the form of liquidated damages per month calculated as a percentage of the monthly fee for the relevant Service, as follows:

Deviation from guaranteed Availability	Liquidated damages as a percentage of the monthly fee for the service
< 0,5 %	5 %
0,5 % < 1,5 %	15 %
1,5 % < 3,0 %	25 %
3,0 % <	50 %

Deviation from guaranteed Availability	Liquidated damages as a percentage of the monthly fee for the service
1–5 errors	5 %
5–10 errors	15 %
More than 10 errors	25 %

Liquidated damages, where applicable, is paid upon demand by the Customer. A demand for liquidated damages must be submitted in writing not later than three (3) months after the circumstances forming the basis for liquidated damages arose. In all other cases, the Customer's right to liquidated damages shall be forfeited.

Where an event affects several different service levels, or service levels for several different Services, only one occasion of liquidated damages shall be payable (the maximum amount).

Any liquidated damages which GleSYS is obligated to pay due to deviations from agreed service levels according to this SLA are limited to an amount corresponding to fifty (50) percent per month of the total fixed fees for the Customer's Services during the relevant month.

6. CONTACT INFORMATION

If you encounter any errors or deficiencies in the Service, please use the following contact information to get in touch with us:

- Customers with **SLA Basic** notify GleSYS via email at support@glesys.se
- Customers with **SLA Bronze** and **SLA Gold** can notify GleSYS outside office hours by calling the GleSYS hotline at +46-8-525 093 41 (be prepared to provide your **personal code** for identification)