

# Relewise



## Support Agreement

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### About this Document

This Relewise Support Agreement describes what level of support you can expect in your dealings with Relewise, how support is executed, and what support-options you get depending on your support agreement level (Standard or Premium).

We will not modify the terms of your Support Agreement during the initial term of your subscription; however, if you renew/upgrade your support agreement, the version of this document that is current at the time of renewal will apply throughout your renewal term<sup>1</sup>. You can review the most current version of this document at any time by visiting [Relewise Docs](#).

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<sup>1</sup> Relewise will provide at least thirty (30) days' advance notice for changes to the Support Agreement that affect a Subscriber's Relewise subscription by sending an email to Subscriber's point of contact for notices. If a change to the support agreement has a material adverse impact for you and you do not agree to the change, you, as a Subscriber has the right to terminate the corresponding service order within thirty (30) days of notice of such change from Relewise.



## Prior Versions of this Document

This document provides information on Support practices currently available. Earlier versions of this document are available at <https://docs.relewise.com/docs/policies/support-agreement.html>.

## Summary of Changes to the Support Agreement

Version	Effective Date	Notes
1.0	Sep. 2024	- Initial version of this Document



## Standard Support

Standard support is included in all Customer Agreements with Relewise, describing Business Hours, Support Channels, and Severity Levels.

### Relewise Business Hours

Regular business hours are weekdays (Mon-Fri) from 8 a.m. to 4 p.m. CET. Any support outside this period will be picked up on the following business day. Support Team is located in Denmark so will adhere to [Danish Public Holidays](#).

### Support Channels

Slack is the primary support Channel, with a secondary option for email (should you for some reason not be able to use Slack). More details on how to use our Support/Slack are described here: <https://docs.relewise.com/docs/support/>.

### Services Covered

Support only covers issues with the Relewise API and My Relewise. Any custom implementation, integration and/or other available components that integrate with Relewise API are by default not covered by the support agreement.

### Severity Levels and Response/Resolution Times (Standard)

Level	Definition of Severity	Response Time (Standard)
<b>Severity 1</b>	An issue with the Service, which makes use of <b>essential functions impossible or significantly impaired</b> and have a major impact on <b>critical business operations</b> .	Within 2 Relewise Business Hours
<b>Severity 2</b>	Any condition that makes use of the Service <b>difficult</b> and which <b>cannot reasonably be circumvented or avoided</b> temporarily without the expenditure of significant time or effort.	Within 8 Relewise Business Hours
<b>Severity 3</b>	An issue of <b>minor impact</b> where there is a <b>workaround</b> .	Within 24 Relewise Business Hours

*Within reason, the Supplier is available for questions, advice, and the like, free of charge.*



## Premium Support

Premium Support is an **optional add-on** to the Standard Support listed above and if purchased gives even faster response times to “Severity 1” and “Severity 2” incidents:

Premium Support covers issues with the Relewise API of Severity 1 and 2.

### Severity Levels and Response/Resolution Times (Premium)

Level	Definition of Severity	Response Time (Premium)
<b>Severity 1</b>	An issue with the Service, which makes use of <b>essential functions impossible or significantly impaired</b> and have a major impact on <b>critical business operations</b> .	Within 1 hour, assuming telephonic contact is made
<b>Severity 2</b>	Any condition that makes use of the Service <b>difficult</b> and which <b>cannot reasonably be circumvented or avoided</b> temporarily without the expenditure of significant time or effort.	Within 4 hours, assuming telephonic contact is made
<i>All other non-critical inquiries (below Severity 2) will be answered within 24 business hours as per Standard Support channels.</i>		

**Please note:** Critical operational inquiries (Severity 1 & 2) outside of regular business hours will incur a fee of 2 x hourly rate per commenced hour unless the error is due to the Supplier's operations.

### Telephone Contact

Upon purchasing Premium Support you will be provided with a document that contains Points of Contact for use in the above “Severity 1” and “Severity 2” issues with the Relewise API.