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 term¹. You can review the most current version of this document at any time by visiting <u>Relewise Docs</u>.

¹ 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 <u>https://docs.relewise.com/docs/policies/support-agreement.html</u>.

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 <u>Danish Public Holidays</u>.

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: <u>https://docs.relewise.com/docs/support/</u>.

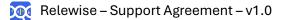
Services Covered

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.

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

Severity Levels and Response/Resolution Times (Standard)

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 <u>Relewise API</u> of Severity 1 and 2.

Severity Levels and Response/Resolution Times (Premium)

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

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.