

Service Level Agreement (SLA)

1. Description of the Support Services

SoftOne AB (publ) 556239-4717 offers SoftOne Support (Service & Quality) for its Customers with the Software Service SoftOne GO.

Definition of a Support Case

A Support Case refers to guidance on specific questions about the system's functionality and flows, as well as troubleshooting problems caused by the technical environment.

Services

In addition to SoftOne Service & Quality, SoftOne offers the following additional services against quotation:

- Shorter training over the phone
- Certifications through training in various SoftOne GO modules and in-depth levels, see www.softone.se/kalender/utbildningar
- Form and report adaptations
- Workflow review
- Reconciliations and investigations of, for example, VAT and differences
- Review of new features and optimization of the system set
- Troubleshooting customer-caused issues

As a Customer, you get access to:

SoftOne Service & Quality via SoftOne's Digital Customer Center for Support Matters, Email or Phone.

SoftOne Service & Quality is contacted by logging in via www.softone.se or by email support@softone.se. Phone numbers are obtained after completing certification.

SoftOne Support Process

You register your case through the customer center, or by email or phone, creating a case number. A product specialist handles the case that is prioritized according to SoftOne's Support Levels (paragraph 4 below). You can continuously follow your case through the digital customer center.

2. Support rights

As a Customer, you have the right to appoint two (2) contact persons who have the right to contact SoftOne Service & Quality.

3. Terms and Conditions

- SoftOne does not have access to the Customer's data. The Customer is responsible for providing SoftOne Service & Quality access to the Customer's Account in SoftOne GO if necessary.
- Users who may use SoftOne's Service & Quality must have completed training for the SoftOne GO modules the Customer wishes Support for.
- Troubleshooting starts after an express order from the Customer. SoftOne has the right to charge the Customer for the time spent adjusting or detecting errors caused by the customer's IT environment or handling.
- SoftOne has the right to change the terms and conditions of SLA SoftOne Service & Quality. The change applies from the first day of the month immediately following the date of publication of the change on softone.se.
- The customer is entitled to SoftOne Service & Quality as long as no overdue payments are made.
- As a customer, you always have the opportunity to report any software errors through the digital customer center.

4. Support levels

All cases are given a priority as follows:

- **Priority 1**
The Software Service cannot be started, all or essential parts of the Software Service are not available and cannot be circumvented.
- **Priority 2**
Significantly complicates business operations but does not prevent the use of the Software Service.
- **Priority 3**
Significantly complicates some of the business activities but does not prevent the use of the Software Service. This priority is also assigned to priority 1 and 2 cases, where an alternative solution can be provided.
- **Priority 4**
Is important to the Customer but can be bypassed.
- **Priority 5**
This priority level is the default level. Is of minor importance to the Customer.

SoftOne Service & Quality will begin work on the matter within the following timeframes during SoftOne's regular opening hours.

- Priority 1: 2 hours
- Priority 2: 4 hours
- Priority 3: 12 hours
- Priority 4 or 5: 48 hours