SERVICE LEVEL AGREEMENT (SLA) FOR LEMONSOFT SOFTWARE

1. SERVICES CONSTITUTING THE OBJECT OF THIS AGREEMENT

This Service Level Agreement (SLA) defines service support hours and sanctions for the services constituting the object of this Agreement.

This Service Level Agreement may be amended from time to time due to the Customer's needs or new applications and services.

The maintenance of Lemonsoft software and platform services constitute the object of this Agreement. Any and all Lemonsoft software made available to the Customer shall be included in the Maintenance Service.

2. SERVICE LEVEL

The service level shall be:

Response time Critical Severe Minor	 1 workday 2 workdays 2 workdays
Resolution time Critical Severe Minor	 2 workdays 2 workdays Next version
Service Hours	Weekdays 9 am – 4 pm (free of charge)
Support request reception (Helpdesk)	24/7

Support requests can be submitted through the Help Desk program or by telephone.
Response time means the time elapsed from the submission of a support request until the commencement of its review.
Resolution time means the time when the issue was removed or circumvented.

Priority is determined by the effect of the incident and the criticality of the business process. A **critical error** prevents the use of a function completely. A **severe error** causes unreasonable harm to a business operation. A **minor error** is merely cosmetic in nature and can easily be circumvented.

In general, critical and severe errors affect functions related to finances and work time. The software contains an error if it does not work in all material aspects as agreed or designed. However, a missing feature shall not constitute an error.

Should a platform service be unavailable due to a reason attributable to Lemonsoft, this shall constitute a critical error and lead to an immediate investigation.

For critical and severe errors, we shall release a patch as soon as the issue has been fixed. A patch contains all the fixes that have been released after the previous periodic release, cumulatively. In continuous delivery, new releases also include fixes.

For minor errors, fixes are deployed through continuous delivery or the following periodic release.

The service level is determined in accordance with the programs in use. Your company's administrator is always informed of the service level when programs are activated for users and we have processed the activation.

Service levels are determined in accordance with monthly licence fees. A service level upgrade can also be purchased separately. The price is displayed in the activation confirmation message.

Critical processes include the following:

- Invoicing
- Payroll calculation
- Accounts payable
- Bank connection
- Work time recorder
- Production (job entry and processing)
- Order entry
- Warehouse activities
- Platform solutions

3. SANCTIONS

Should the Supplier fail to maintain the service response time described in this Agreement with regard to critical and severe errors, the Customer shall be entitled to receive a discount on maintenance services, as follows:

Service level	Sanction %
96–100%	0%
51–95%	10%
1–50%	15%
0%	25%

The duration of the monitoring period shall be one (1) month. No sanctions shall be calculated if the Customer makes less than five (5) support requests per month.

The SaaS fee shall be deemed to include maintenance for 36% of the amount to be invoiced. Any sanctions shall be calculated based on the share of maintenance.

If a third party is related to the resolution of the error situation, these shall not be included in the service level indicators. Third parties include, for example, e-invoice operators, banks and TYVI operators. A third party is typically related to the use of LemonHub.