

# Attachment 2: Service-Level Agreement (SLA)

## 1. General information

This SLA defines the support time, service levels and penalties for all software maintenance and Platform Services that are the object of the Contract.

This SLA uses the following definitions:

- **“Response time”** refers to the time that elapses between when a Customer submits a request and when it is taken in for review.
- **“Resolution time”** means the time by which the problem has been removed or circumvented.
- **“Next version”** means the next version to be released after the moment the error was reported.
- The software has an **“Error”** if the software does not essentially function as agreed in the Contract due to a reason attributable to the Supplier. However, the lack of features is not an Error.
- **“Critical Error”** refers to an Error that completely prevents a function from being used.
- **“Serious Error”** refers to an Error that causes unreasonable harm to the Customer's business operations.
- **“Minor Error”** refers to an Error that is primarily cosmetic in nature or easily circumvented.
- **“Platform Service”** refers to the software platform, meaning the data centre from which the Service is provided by Lemonsoft. The Lemonsoft Platform Service covers services used from private and public clouds.

Event priority is determined by the impact of the event and the criticality of the business operation process. For the sake of clarity, it is established that Critical and Serious Errors generally concern operations related to money and working hours.

## 2. Service level and the responsibilities of the Parties

The Supplier performs the Services in a professional manner and in accordance with the terms and conditions of the Contract. Correction or circumvention of an Error is carried out in the manner that the Supplier deems best using the Supplier's working methods. The Supplier's support services are available for software versions that are up to two (2) years old.

The Customer's administrator may contact the Supplier's support service by email or phone using the contact information on [lemonsoft.fi/asiakaspalvelu](https://lemonsoft.fi/asiakaspalvelu).

The following Service Level applies between the Parties for program Errors:

| Response time |            |
|---------------|------------|
| Critical      | 1 Workday  |
| Serious       | 2 Workdays |
| Minor         | 2 Workdays |

|                                  |   |
|----------------------------------|---|
| <b>Resolution Time</b>           |   |
| Critical                         | 2 Workdays                                |
| Serious                          | 2 Workdays                                |
| Minor                            | Next version                              |
| <b>Service time</b>              | Weekdays 9 a.m. – 4 p.m. (free of charge) |
| <b>Support request reception</b> | 24/7                                      |

When making an Error report, the Customer must describe the Error with sufficient accuracy and ensure that the Customer's representative can be contacted by the Supplier to the extent that mapping and correcting the Error may require it.

For Critical and Serious Errors, the Supplier publishes a patch package when the patch has been completed. The patch package contains all cumulative patches since the previous version.

In the case of Minor Errors, the correction will become available to the Customer in a software update.

If the Platform Service is not available for reasons attributable to the Supplier, the situation is considered a Critical Error and investigation work will start immediately, but no later than within two (2) hours.

### 3. Penalties

If the Supplier is unable to maintain the service Response Time that is described in this Service Level Agreement for Critical and Serious Errors, the Customer is, as the sole consequence, entitled to a reduction in the price of maintenance services as follows:

| Service level | Penalty % |
|---------------|-----------|
| 96 - 100 %    | 0 %       |
| 51 - 95 %     | 10 %      |
| 1 - 50 %      | 15 %      |
| 0 %           | 25 %      |

The duration of the monitoring period is one (1) month. Penalties are not calculated if the Customer submits fewer than five (5) support requests in a month.

If a third party is involved in the investigation of an Error, the Error is not included in service level indicators. Third parties include e-invoicing operators, banks, and operators related to data flow between companies and the authorities. The Supplier's use of the LemonHub service typically involves a third party.

A claim for a penalty must be submitted to the Supplier in writing no later than thirty (30) days after the end of the monitoring period.

### 4. Other terms and conditions

The Supplier is not obliged under this Service Level Agreement to make changes to its software or to correct Errors that result from using the software in a manner that goes against the Contract or the

instructions provided by the Supplier. The same applies to corrections or changes made to the Software by the Customer or another party, and situations in which the Error is caused by a product of someone other than the Supplier. If the Error is of the kind mentioned above, for which the Supplier is not responsible, the Supplier has the right to charge the Customer compensation for mapping and/or correcting the Error, according to the Supplier's service price list.

The Parties may separately agree on changes to this SLA in writing as new applications and Services are introduced or when the Customer's needs change, for example.

To the extent not otherwise agreed above or in the Contract, the Supplier's General Terms and Conditions apply between the Parties.