



Whistlelink, Service Level Agreement

Standard Support Service

Whistlelink is delivered with the same services and service levels for all partners, Clients and plans. Whistlelink shall provide with the following support services on an unlimited basis throughout the Term:

- a. Support online is available Monday through Friday, 8:00 a.m. to 5:00 p.m Central European Time
- b. Access to the platform twenty-four (24) hours a day, seven (7) days a week, excepting planned downtimes for upgrades and new releases of the platform. Planned service windows are always announced one week before hand.
- c. This is the description of our services and guaranteed service levels.

Services:

Service time	Our standard working hours.
Guaranteed uptime	The uptime in %, calculated on availability all days per month
Support tickets	Support questions from Clients and end Clients which are sent to support@whistlelink.com .
Tech issues, setting time	The time from reported tech issue, to support@whistlelink.com , until Whistlelinks tech team start to work with the issue.

Service	Service level
Service time	Business days: 08.00-17.00 CET
Support tickets	One business day
Tech issues, setting time	One hour
Guaranteed uptime	99,0%

Whistlelink shall be up and running 24/7/365, with the exception for time during scheduled maintenance. Uptime means general availability of the intended functionality of Whistlelink.

Upon Whistlelinks failure to uphold agreed availability of the platform during a calendar month, the Client shall, as sole and exclusive remedy, be entitled to a reduction of the monthly fee for Whistlelink in accordance with the table below:

Availability in %	Credit
<99,00	10 % of the monthly fee for the platform
<98,5	20 % of the monthly fee for the platform
<98,00	30 % of the monthly fee for the platform
<97,00	40 % of the monthly fee for the platform

Service level credits shall, unless otherwise agreed between the Parties, be settled against the monthly fee for the third subsequent calendar month after the origin of the right to service level credit, i.e. if the right to service level credit arose during March the monthly fee for June shall be reduced with the applicable percentage.

To receive service level credits, the Client must notify Whistlelink within thirty (30) days from the first occurrence of failure to uphold agreed availability in order for the Client to receive a service credit. The Clients notification must include the dates and times of alleged unavailability, including request logs that corroborate the claimed outage.

Whistlelink is not liable for any deviations from the agreed availability caused by the Client's negligence or misuse of Whistlelink or Force Majeure. Whistlelink can, accordingly, not be held responsible for any deviations from agreed availability caused by deficit Internet access.