

Appendix 3: Service Level Agreement

Service Levels, Response Times and Priority Classes

Service Time (P)

“Service Hours” means the agreed time frame during which error correction services are provided to the Customer with regard to the Service described in the Service Description.

The service time classification (P1—P4) used in the Services is as follows:

P1: Normal working hours, from Monday to Friday, excluding bank holidays in Finland (“Week Days”) from 8 a.m. to 4 p.m.

P2: Extended working hours, from 7 a.m. to 7 p.m. on Week Days

P3: Extended service time, from 7 a.m. to 9 p.m. on Week Days and from 9 a.m. to 6 p.m. also on Saturdays and Sundays

P4: 24/7 service, 24 hours on every day of the year

Availability (K)

“Availability” means that the equipment producing the Service in question is on and is able to perform the Services required from it during the agreed time frame.

Availability is calculated by subtracting the time of interruptions in use from the agreed maximum Service Time.

The Availability levels (K1—K3) used in the Services are as follows:

K1: 97.0 per cent Availability, maximum interruption in use during Service Time: 24 hours

K2: 99.0 per cent Availability, maximum interruption in use during Service Time: 4 hours

K3: 99.5 per cent Availability, maximum interruption in use during Service Time: 2 hours

In addition to the above-described levels, also “best effort Availability”, where there are no specific requirements to the level of Availability, is available.

The cumulative total time of Service interruptions may during each observation interval exceed the length of the above-described individual maximum Service interruption (maximum interruption).

Unless otherwise specified, the observation interval (measuring period) shall be one month.

Service Response (V)

The Service response classes (V1—V4), where the reaction time and solution time depend on the nature (Critical / Serious / Low) of the interruption, used in the Services are as follows:

Response Time

“Response Time”, which is counted of the point in time when the incident or interruption is detected, means the time during which the correction of an interruption or the processing of an incident shall be initiated.

The Response Time usually depends on the level of urgency of the incident. An interruption may be detected either from the incident report of the Customer (incident) or based on an independent surveillance alarm or other observation of Spatineo (event management).

Spatineo shall, depending on the agreed service response class (V1—V4), during the Service Time initiate the correction of an interruption within the Response Time as follows:

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Response Time	V1	V2	V3	V4
Critical	4 h	2 h	30 min	15 min
Serious	1 Week Day	4 h	2 h	30 min
Low	2 Week Days	1 Week Day	6 h	4 h

Solution Time

”Solution Time” means the time period which is calculated from the point in time when an incident or problem is detected and during which Spatineo shall correct the interruption or problem or otherwise normalize the Service.

Spatineo shall during the Service Time correct a fault and return the normal operability (incidents) within the Solution Times, depending on the Service Response class (V), as follows:

Solution Time	V1	V2	V3	V4
Critical	2 Week Days	1 Week Day	4 h	3 h
Serious	3 Week Days	2 Week Days	1 Week Day	6 h
Low	5 Week Days	3 Week Days	2 Week Days	1 Week Day

In addition to the above-described levels, also ”best effort Service Response”, where there are no specific requirements to the level of Service Response, is available.

Spatineo shall in all Service Response classes (V1—V4) initiate the investigation and correction actions of incidents without undue delay and Spatineo may not delay the correction of an incident until the target time of Service Response.

The level of the interruption or fault (Critical / Serious / Low) may be lowered by appropriate temporary solutions and work-arounds.

Target Level: The target level is that Spatineo has processed 90 per cent of the incident situations within the above-described reaction and solution times, with the calculation based on 10 incidents, with a rolling review period.

Interruption Classification

Interruption classification used for the Service Response is as follows:

Critical: Service interruption (over 2 hours); the performance and/or service of the server, platform or application which are the object of the Service are unusable; application, process or server is halted; the Services are so unstable that normal operations cannot be conducted.

If the interruption concerns numerous users or an entire function, an interruption is classified as critical.

Serious: Interruption disturbs significantly the usability of the Service; application or platform are repeatedly unstable or do not answer normally to service requests.

Low: Interruption is stochastic and does not substantially impede use; interruption concerns rarely used special services and/or a work around is available. Other interruption which does not risk the Customer's activities.

Suspension of Service

Spatineo has the right to suspend delivery of the Service for a reasonable duration from Monday to Friday from 6 p.m. to 8 a.m., on Saturday, Sunday and on official holidays in Finland, if this is necessary in order to perform installation, change or maintenance work in respect of the Service and such installation, change or maintenance work cannot be performed at a reasonable cost without suspension of the Service. If Spatineo suspends the Service, Spatineo informs the Customer of the suspension of the Service in reasonable time in advance and aims at minimizing inconveniences resulting from the suspension.

Spatineo has the right to suspend delivery of the Service due to installation, change or maintenance work of general data network or due to severe data security risk to the Service or if required by law or regulation by authorities. If Spatineo suspends the Service for such reason, Spatineo informs the Customer of the suspension in reasonable time in advance or, if this is not reasonably possible, without delay after Spatineo has learned of such matter.

Spatineo has the right to deny the Customer access to the Service without first hearing the Customer, if Spatineo reasonably suspects that the Customer burdens or uses the Service in such a manner as to jeopardise the delivery of the Service to other users. Spatineo shall without undue delay inform the Customer of the reasons for such denial.

Reports and Documentation

Spatineo maintains the situation of assignments and incident reports in its own work control system. The availability of the system is monitored by using main frame service methods. The reporting is based on the available tools and the observations of the availability made by the client. Spatineo produces other reports on separate orders which are also charged separately.

Notices and Correction Requests

The Customer sends notifications of defects after the defect or delay has been detected. Spatineo replies to the notification within the relevant time frame in writing after Spatineo has received the notification of defects. A notification of defects which is sent by email is regarded as received by Spatineo at the moment of sending the email, unless otherwise proven. The reply by Spatineo to the Customer is regarded as received by the Customer at the moment of sending the email, unless otherwise proven. The actions taken by Spatineo in order to correct a defect or delay and to remove the cause of defect or delay are described in Spatineo's reply to the Customer.

Sanctions and Bonuses

No sanctions or bonuses are applied to this Service Level Agreement.

Summary of SLA Requirements

Service Time, Availability and Response Time are agreed as follows:

Service Time (P)	P1
Availability (K)	K1

Service Response (V)	V1
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