

Support Services

Definitions

USER SUPPORT

Assistance and help to enable correct and efficient use of the service(s) – not including training.

INCIDENT

Deviation from agreed service level, security or functionality.

DOWN TIME

The length of time within the agreed service hours in which there is no accessibility to the service/product. Planned and agreed unavailability is not minus the time agreed for allowed down time.

AGREED SERVICE HOURS

The agreed period the service is committed to be available, excluding scheduled and planned maintenance.

1. SUPPORT AND MAINTENANCE

Support for users are available via chat, email and phone as an interactive service. Automation of support is enabled via knowledge base articles and FAQ databases of common and known issues.

Tribia is responsible for maintenance of the Service and strive to have the Service available to the customer 24 hours a day with general availability of 99.5 % or better within agreed service hours on a monthly basis.

The agreed opening hours of support (basic period) is weekdays (Monday – Friday) 08.00 – 16.00 (17.00 in Sweden) CET. For public holidays in Sweden and/or Norway, the basic period may be reduced.

Service availability is calculated as the average over 30 days for each calendar month. When uptime is less than 99.5% (excluding scheduled maintenance), the Customer is entitled to put forward a request for refund according to the table below. If the Customer does not send a request within 3 months of the assumed error the Customer will lose the right for a refund.

Uptime %	Refund of monthly fee
98.00% – 99.49%	10 % refund
95.00% – 97.99%	30 % refund
90.00% – 94.99%	60% refund
<90.00%	100% refund

2. SUPPORT AND INCIDENT REPORTING

Tribia will maintain a center for support and incident reporting. Registered users of the Service have access to the support center.

An emergency number is available for reporting of severe incidents or service disruptions that occur outside of opening hours. Up to date information will be available on the company support pages on internet.

Extended level of support (24/7) is available as an optional service to the standard Agreement.