

# Service Level Agreement Indeqa®

Under the agreement with Easy2Meet B.V. (hereinafter: E2M) for the use of Indeqa® software, the Customer is entitled to maintenance and support, as further described in this SLA.

## General

Notification of incidents and/or the need for service(s) must always be reported via the support desk. Reports can be divided into three categories:

- Incidents - Indeqa® does not work (anymore), is not working properly and/or is working differently than based on the specification and last release notes could be expected.
- Questions - Clarification about the use of Indeqa®.
- Changes - Suggestions or requests for changes in functionality.

When it comes to the handling of incidents, this is done on the basis of qualification/prioritization by the service coordinator of E2M as described below.

## Reporting procedure

Registration of incidents should take place via the support page on the website of E2M. Via the wizard, the report is concretized, after which a ticket is created. After qualification (see below), the ticket will be processed and the Customer will be kept informed of its further progress.

## Qualification/prioritization

If there is an incident, it is qualified as follows:

- High** There is a critical/business critical situation. This means that Indeqa® is no longer functioning at all and a workaround is not possible according to E2M.
- Average** The situation is annoying. This means that Indeqa® partially stopped functioning. Working with Indeqa® is still possible, but it takes some effort or requires some concessions. According to E2M, a workaround is available/possible.
- Low** There are slight obstructions. This means that users can work less efficiently. According to E2M, a workaround is not relevant or adds little to it.

This qualification takes place within two (2) working hours. On the basis of this qualification, the processing takes place as follows:

	<b>Analysis &amp; solution</b>	<b>Solution(target) time</b>
<b>High</b>	< 4 working hours	< 16 working hours
<b>Average</b>	< 1 workday	< 15 workdays
<b>Low</b>	< 5 workdays	to be planned in a new release

For the purposes of qualification/prioritization, this will apply:

1. The Customer must provide complete information of the incident. When there is a waiting period for the supply of necessary additional information it will influence the abovementioned solution times.
2. When, after analysis, it appears that a reported incident is caused by external factors, the time spent for the analysis can be charged at current rates.

Furthermore, incidents caused by malfunctions of the hosting platform (Azure/Office365) fall outside the sphere of influence of E2M and are dealt with on the basis of the applicable provisions.

## Accessibility

E2M can be reached on working days from 8.00 - 17.00 CET.