

Support and Service Level Agreement for the Service

1) SLA - System Availability

Extract-it system availability equal to a 99.5% system availability percentage during each month for productive versions.

More information available at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=level+agreement&tag=language:english&pdf-asset=6cac64a3-887e-0010-bca6-c68f7e60039b&page=1

2) Support

The Supplier places at the Customer's disposal free of charge a tool for incident management and support performance monitoring throughout the duration of the Contract.

Customer will be provided with 2 main access to the ticket management tool and can on request extend access to other users. Ticket management tool provides support performance indicators.

Customer Response Level

Priority		Response Level	Corrective Action Target
Very High	An Incident should be categorized with the priority "Very High" if the incident reported has very serious consequences for normal business processes or IT processes related to core business processes, and urgent work cannot be performed. This is generally caused by the following circumstances: <ul style="list-style-type: none"> • Production system is completely down • AND a workaround is not available 	Initial Response: Within 4 hours of case submission. Ongoing Communication: Unless otherwise communicated by Supplier, once every hour.	Supplier to provide for cases either a resolution; or workaround; or action plan within 1 business day.
High	An Incident should be categorized with the priority "High" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the Computing Environment that are required immediately. The Incident	Initial Response: Within 4 hours of case submission. Ongoing Communication: Unless otherwise communicated by Supplier, once every 6 hours.	Supplier to provide for cases either a resolution; or workaround; or action plan within 2 business days.
Medium	An Incident should be categorized with the priority "Medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the Computing Environment. A message should be categorized with the priority "Medium" if normal business transactions are affected.	Initial Response: Within 1 business day of case submission Ongoing Communication: Unless otherwise communicated by Supplier, once every 3 business days for non-defect Issues and 10 business days for product defect issues. A non-defect issue is a reported support case that does not involve a defect in the applicable Service and does not require engineering, development or operations personnel to resolve	Supplier to provide for cases either a resolution; or workaround; or action plan within 4 business days.
Low	An Incident should be categorized with the priority "Low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the Computing Environment that are not required daily, or are rarely used.	Initial Response: Within 2 business days of case submission. Ongoing Communication: Unless otherwise communicated by Supplier, once every week.	Supplier to provide for cases either a resolution; or workaround; or action plan within 4 business days.

In the absence of a solution, the Supplier will report on the progress of ongoing efforts every day at the latest for Priorities “Very High” and “High”.

The following anomaly types are excluded from the Customer intervention levels described above:

- the underlying cause of the anomaly is not a malfunction but a missing function (“development request”)
- or the anomaly is categorized as a request for practical advice (“how-to”) or an evolution of the existing configuration (“change-request”).

The following types of cases are excluded from customer response levels as described above:

- cases regarding a release, version or functionalities of Cloud Services developed specially for Customer.
- the root cause behind the case is not a malfunction but missing functionality (development request);
- the case is a consulting or how-to request.