

# Appendix 4 - to the tender for the video system - Service Level Agreement

## Introduction

This appendix contains the Customer's requirements for service objectives for the services the Supplier must deliver under the contract, cf. clause 4.4 of the Contract.

## Uptime

The Supplier must ensure that the video engine is available within the agreed operational hours. The system is considered available when it is not experiencing downtime.

## Downtime

Downtime includes the period during which the video engine cannot be used due to an error. Downtime must be measured from the moment the error can be detected until it is resolved.

Exceptions:

- Errors originating from the Customer or other suppliers.
- Scheduled maintenance agreed in writing, e.g. service windows. When system changes make it necessary to temporarily take the video engine out of operation for short periods. During such periods, no online services are available.
- Errors that the Customer chooses not to have corrected.

## Measurement of Uptime

Uptime must be recorded and calculated for each calendar month using the following formula:

$$(\text{Uptime} / \text{Agreed operational time}) \times 100\%$$

## Availability

The Supplier must operate the video engine with at least 99,9% uptime in working hours (08:00 – 17:00), and best effort in off peak hours (17:00 – 08:00).

Working hours uptime is understood as of all working days throughout the year.

## Response time

It is important that access to the video engine is stable for all users during normal working hours.

This also applies outside normal working hours (off-peak hours), but in this period the user cannot expect the same service level with respect to error correction.

Normal working hours are:

Days	Time period	Reaction times
<b>Normal working hours, Monday – Friday</b>	08.00 – 17.00	15 minutes
<b>Off-peak hours, other times</b>		Best Effort

The reaction time refers to the maximum allowed time from when the issue has been detected and notified until work to resolve the issue has commenced.

In off-peak hours, issues must be handled according to the best effort principle.

## Support SPOC

### 1st level support

The supplier must deliver one entrance for all inquiries, in connection with the application of the video engine, in the form of a Single Point Of Contact – SPOC, also to the supplier subcontractors.

SPOC must be available for telephone calls inquiries all working days.

Supplier's employees in SPOC must deliver 1st level support in Danish, English and Faroese.

### 2nd level support

SPOC must deliver 2nd level support for IT employees from the Customer as well as subcontractors with the Customer.

Supplier's employees in SPOC must deliver 2nd level support in Danish, English and Faroese.

Support includes the video engine and maintenance of support process in relation to 3rd parties' equipment and applications.

### Contact forms in SPOC

Contact with SPOC, other than by telephone, must be possible through others forms of contact, such as web, chat or email.