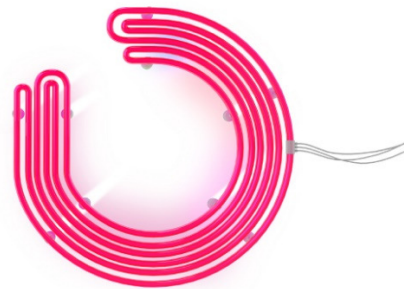


Service Level Agreement 2.1

01-08-2017



inetdesign^o

A service level agreement (SLA) regulates your business relation with INETDESIGN concerning ongoing support and service for the maintenance and hosting of web applications.

Vølundsvej 1
DK-8230 Åbyhøj
Tel.: +45 8612 2240
Email: mail@inetdesign.dk
Internet: www.inetdesign.dk

A business relation with INETDESIGN takes effect once you confirm an order in writing. At this point, you also accept the terms of the standard SLA (please see below).

CVR: 27264298
Bank: Jyske Bank
Bank reg.nr.: 7754
Kontonr.: 0001165534
IBAN.: DK0377540001165534
BIC/Swift.: JYBADKKK

As a client, you can choose between the following SLA levels:

1. Standard SLA
2. Extended SLA

Standard SLA

This standard SLA automatically takes effect in your doing business with INETDESIGN, unless something is explicitly agreed upon in writing.

With a standard SLA, the following terms apply:

- We receive and carry out support Monday to Friday between 9:00 and 15:30 CET not including holidays.
- Please register your support case at support@inetdesign.dk with a thorough description* or call +45 86 12 22 40 in urgent matters.
- Response time is 10 working hours
- Access to a developer is 32 working hours.

Please note that INETDESIGN monitors the servers running your web application 24/7/365. In case of down time, we guarantee immediate response to comply with the hosting SLA.

Please also note that calls or emails outside support hours which in any way ask INETDESIGN to deliver support, automatically causes an upgrade to the extended SLA for at least one month and thus payment accordingly.

Hourly rate = DKK 1,200 invoiced at every half hour unless something else is agreed upon on writing.

** URL, screenshots, language version (optional), suggested solution (optional), precise definition of where and how the problem appears, browser version.*

Extended SLA

INETDESIGN offers to upgrade the standard SLA to the extended version with the following terms:

- We receive and carry out support 24/ 7/365.
- We provide a call list for clients running on an extended SLA.
- Please write support@inetdesign.dk (describing the matter*) or call + 45 86 12 22 40 within office hours (Monday-Friday 9:00-15:30).
- Response time is 4 hours.
- Access to a developer is 8 hours.
- The binding period for the extended SLA agreement is 6 months.
- The notice period for cancellation is three months.

Please use the extended SLA for urgent and critical support only.

Monthly price for the extended SLA

= DKK 4,500

Hourly rates

Monday-Friday 9:00 AM – 15:30 PM = DKK 1,200

Monday-Friday 15:31 PM - 8:59 AM = DKK 1,800

Weekends + holidays = DKK 2,500

** URL, screenshots, language version (optional), suggested solution (optional), precise definition of where and how the problem appears, browser version.*

Upgrade

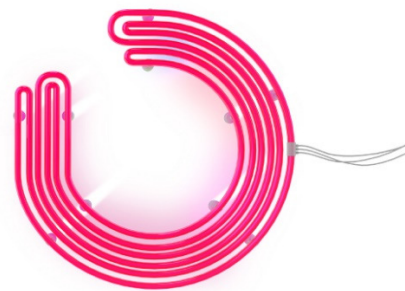
Please print, sign and send this document postal mail (Vølundsvej 1, DK- 8230 Åbyhøj) in order to upgrade to the extended SLA. The upgrade takes effect on our receipt.

Company (+ CVR): _____

Signed by (capital letters): _____

Date: _____

Signature: _____



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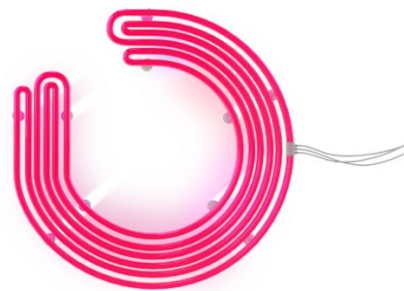
CVR: 27264298
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IBAN.: DK0377540001165534
BIC/Swift.: JYBADKKK

General terms

Prices not including VAT.

We invoice support and service at every half hour unless something else is agreed upon specifically in writing.

INETDESIGN is not liable for any losses or damages due to direct or indirect losses in connection with operating, maintaining and hosting your web applications.



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