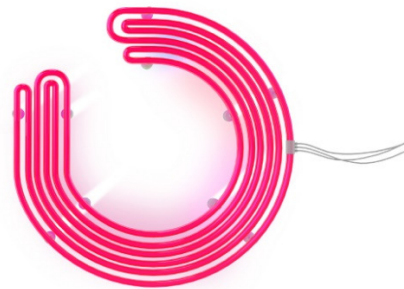


Service Level Agreement

Updated: 02-11-2018



inetdesign^o

The service level agreement regulates any 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

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

A business relation with INETDESIGN takes effect once we have agreed on a delivery. At this point, you also accept the terms of this service level agreement unless we agreed differently in writing.

You can choose to upgrade to the SLA. The terms for this are customer specific.

Terms of the service level agreement:

- We receive and carry out support Monday to Friday within office hours: 9:00 to 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 35 working hours.

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

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

Support rate (within office hours)

DKK 1,200 per hour. Minimum price per support case is DKK 600 (per half hour).

Support rate (outside office hours)

DKK 2,500 per hour. Minimum price per support case is DKK 4,000 (1 hour + start fee which is DKK 1,500).

General terms

Prices not including VAT.

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