



Service Level Agreement

for use of CoOper8 Digital Services



SERVICE LEVEL AGREEMENT FOR USE OF CoOper8's DIGITAL SERVICES

This document (the "**Service Level Agreement**") sets out the service level for the software (the "**Digital Service**") as provided by CoOper8 AS ("**CoOper8**"). The Service Level Agreement applies to the latest version of the Digital Service comprised within a subscribed Service Bundle for the contract period specified in the Customer Agreement and for customers who have paid the agreed fees in accordance with the Customer Agreement, the General Terms and any relevant Special Terms. The Service Level Agreement forms an integral part of the Customer Agreement, the General Terms and any Special Terms for the Digital Service.

1. USER SUPPORT

During ordinary business hours on business days in Norway, the customer's registered contact persons may contact CoOper8 for simple user-related enquiries via email, chat or telephone, depending on the service:

Digital Service	Available support	Opening hours
EqHub	+47 23 26 13 94 support@eqhub.no	Mon-Fri 8-16 CET
EqHubNorm		
SPIR		
Virtual Inventory	+47 23 26 13 94 support@virtualinventory.no	
Critical		
Loop		
Schedule Exchange & Schedule Analytics	Chat available through the Schedule Exchange webpage , bottom right corner	Mon, Wed, Thu 8-16 CET Tue 8-18 CET Fri 8-14 CET

Chat and telephone support is available on all weekdays (excluding public holidays, Christmas Eve and New Year's Eve).

CoOper8 will seek to provide the customer with answers to enquiries. The complexity of the questions and the nature of any issues or errors may result in CoOper8 registering the enquiry as a defect in accordance with section 3 of this Service Level Agreement. User support does not cover professional support or support on substantive matters that do not directly relate to the use of the Digital Service. Assistance beyond user support will be considered Additional Services for which the customer shall pay CoOper8 a fee. Where CoOper8 considers that a user support enquiry constitutes chargeable assistance, CoOper8 shall notify the customer accordingly.

2. SUPPORT

CoOper8 provides second line and third-line support in connection with the Digital Service. Second-line support includes contact with the customer's first-line support and contact with third-line support.

Third-line support includes technical support from CoOper8's subcontractors and technical error correction. Third-line support is provided by CoOper8, and where necessary with assistance from CoOper8's subcontractors. CoOper8's liability to the customer in respect of third-line support is limited to the Digital Service itself. Defects attributable to the customer's or the customer's third parties' systems, platforms, equipment, integrations, networks and the like are the responsibility of the customer.

3. CLASSIFICATION OF DEFECTS, RESPONSE TIMES AND ERROR CORRECTION



The customer may report defects through the support channels described in the User Support section.

All defects reported to CoOper8 are classified according to severity with associated response times for further handling by CoOper8. The table below sets out the prioritisation of reported incidents and the applicable response times.

Response time is defined as the period from when a case is submitted (date/time) until the registration of the defect is complete and CoOper8 has initiated its investigation.

Defect Level	Description of Defect	Response Time (Weekdays 08:00-16:00)
Critical Defects	Defects causing the Digital Service to stop functioning, loss of data or failure of critical functions that are central to a large number of users.	Within 2 hours
Serious Defects	Defects preventing users from performing important tasks in the Digital Service, where there is no available workaround.	Within 4 hours
Minor Defects	Defects causing individual functions in the Digital Service to fail or produce incorrect results. Other defects in the Digital Service affecting one or more users.	Within 48 hours

In the event of Critical Defects, error correction shall commence immediately after the defect has been categorised, and CoOper8 will work continuously to resolve the defect on weekdays between 08:00 and 20:00 until the defect is downgraded. In the event of Critical Defects, CoOper8 will provide status updates on the error correction process via its website. Other defects shall be addressed on weekdays between 08:00 and 16:00, considering the significance of the defect and the schedule for new software versions.

The customer shall report defects with a description sufficient to enable CoOper8 to reproduce the defect and specify its severity. Reports must be submitted by the customer's registered contact persons designated for incident and defect notifications. All defect reports shall be registered and categorised by CoOper8.

The response time and error correction obligations shall not apply where the defect has not been reported as specified, where the defect cannot be reproduced, or where the customer's relevant contact person is not available to provide further information and assistance.

Prior to reporting a defect to CoOper8, the customer shall investigate whether the defect or issue is attributable to its own systems, integrations, equipment, network, or other circumstances outside of the Digital Service.

Where the customer has reported something as a defect and CoOper8 considers it to constitute chargeable assistance, CoOper8 shall notify the customer. Where the customer reports a defect that falls outside CoOper8's area of responsibility and the customer ought reasonably to have known this, CoOper8 may claim reimbursement of reasonable costs incurred in connection with CoOper8's investigation and remediation efforts.

4. AVAILABILITY



CoOper8 aims for the Digital Service to be available around the clock, every day of the year. However, CoOper8 cannot provide an availability guarantee.

Availability is measured with deductions for planned and notified maintenance, upgrades and updates relating to new software versions and similar activities, as well as unplanned downtime that is critical for technical, operational or security reasons, as further described below.

Availability may be impacted by, amongst other things, integrations with the customer's systems or defects attributable to the customer's side, including but not limited to, user-related errors, defects in the customer's equipment, defects in operating systems, network failures, and similar.

Planned maintenance is used for carrying out technical and functional updates, or for planned downtime in connection with error correction as required. Technical updates are typically performed monthly, with the goal of not affecting the availability of the Digital Service. Functional updates are performed in relation to releasing new functionality in the Digital Service. Planned maintenance that may cause instability or downtime of the Digital Service shall be published on the Digital Service login-page and/or in e-mail to the User in reasonable time via CoOper8's website. CoOper8 shall, to the extent possible, seek to carry out maintenance at times that minimise disruption to the customer's use of the Digital Service.

CoOper8 may need to implement emergency measures that may render the Digital Service temporarily unstable and/or unavailable where this is necessary for operational or security reasons. In the event of operationally critical maintenance arising from unknown vulnerabilities or incidents, CoOper8 shall notify immediately via its website and provide further information regarding the incident thereafter.

5. FAILURE TO MEET SERVICE LEVELS

In the event of a breach of the stated response times or continued and serious unavailability of the Digital Service, the customer may submit a written and substantiated request for a formal service review meeting with CoOper8.

CoOper8 shall acknowledge such a request within 5 business days and schedule the meeting to take place within 15 business days of receipt of the request. The purpose of the service review meeting shall be to review the relevant incidents and service performance data, identify the underlying root causes of the issues raised, discuss any operational challenges experienced by the customer, and agree upon a structured remediation plan setting out specific corrective actions and associated timelines aimed at improving service quality. Following the meeting, CoOper8 shall provide the customer with a written summary of the agreed actions and timelines within 5 business days of the meeting taking place.

The customer acknowledges and agrees that this Service Level Agreement and its content is the sole and exclusive remedy in respect of any breach of the service levels set out in this Service Level Agreement, and CoOper8 shall have no further liability to the customer in connection with such breach.

6. AMENDMENTS

CoOper8 reserves the right to amend the content of this Service Level Agreement, and the version as updated from time to time shall be the prevailing version.