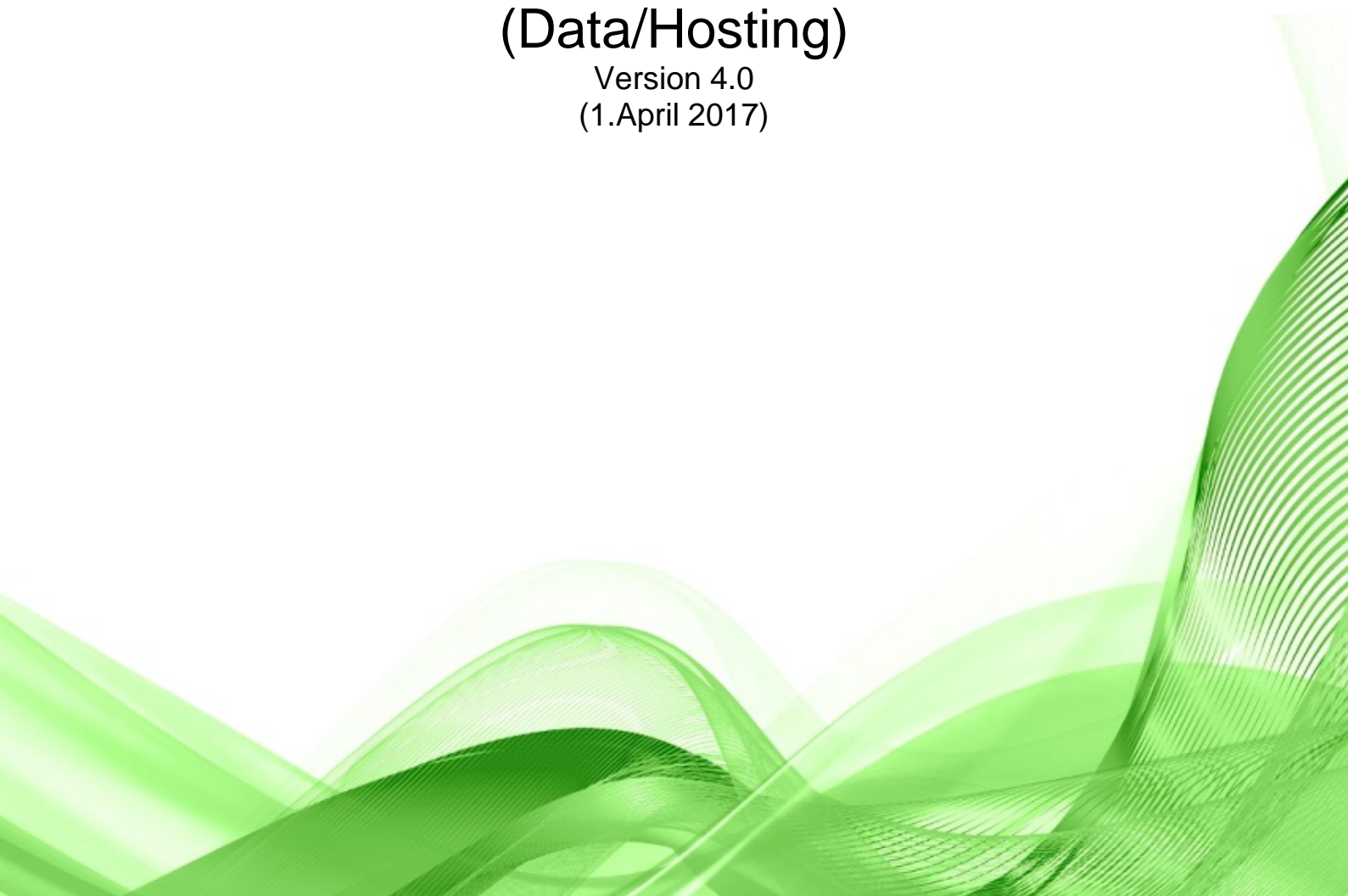


# CURAIT

## Service Level Agreement (Data/Hosting)

Version 4.0  
(1.April 2017)



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## 1. General

This Service Level Agreement (hereafter referred to as SLA) is a part of a contract between CURAit A/S (Hereafter CURAit) and the customer. It includes some of CURAit's products and additional services. Along with CURAit's general terms, it shall be seen as an annex to the contract between CURAit and the customer.

In this SLA, there are both maintenance, error reporting and escalation procedures. There will also be given details about up and downtime and rules concerning the compensation that the customer will be entitled to, if CURAit does not comply with the here agreed services<sup>1</sup>.

NOTE: This English version of CURAit's Terms of Sale and Delivery is meant as a service to our customers. In case of any discrepancies between the Danish text and the English translation, the Danish text shall prevail.

## 2. Definitions

We begin by defining some central terms used in the SLA.

### Response time

The guaranteed time from errors have been registered by the monitoring at CURAit or errors have been reported by the customer until the debugging will be initiated.

### Service window

A specific window of time that is agreed in advance, where we have the opportunity to conduct services. The work may result in instability, disruptions and the like, while the work is in progress.

### Uptime

The guaranteed uptime is the time, in which the product or the additional services are available during a given period of time (subject to the Standard SLA, where downtime outside ordinary business hours does not influence the calculation of the uptime).

### CURA Management Centre

CURA Management Centre is CURAit's service centre, where our employees are ready to help you. When you contact us, you are ensured competent assistance by our experts who are certified, educated and have many years of experience in our various IT solutions.

### Downtime

Downtime on products and additional services is calculated based on the error reporting time (verbally or in writing), or when CURAit's monitoring has registered the error until the given product works again after error recovery, or the parties agree that the error has been recovered (subject to the standard SLA, where hours outside regular business hours do not count). Work during the service window is not considered as downtime.

During ordinary business hours: Monday-Thursday 08:30 am-04:30 pm, Friday 08:30 am-04:00 pm.

Outside ordinary business hours: Monday-Thursday until 08:30 am and after 04:30 pm, Friday from 04.00 pm. Weekends, public holidays, 24<sup>th</sup> December, 31<sup>th</sup> December and 1<sup>st</sup> January.

<sup>1</sup> Note: This English version of CURAit's SLA is meant as a service to our customers. In case of any discrepancies between the Danish text and the English translation, the Danish text shall prevail.

Service fee: The total fee for the product(s) in question and/or additional services, cf. the contract.

### 3. Maintenance procedures

The following section includes a description of the procedure concerning CURAIit's maintenance procedures. CURAIit is entitled to conduct preventive maintenance, extension and change of the infrastructure, which is delivered to the customer in order to continuously live up to and improve the technical specifications. However, CURAIit schedules and conducts maintenance of the infrastructure in a way that affects the customer as little as possible and gives minimal downtime.

CURAIit's products and/or additional services are considered functional under the announced maintenance of the infrastructure.

Service-affected, scheduled work must be announced by CURAIit at least two business days before the work has been initiated.

In CURAIit solutions, acute service work can occur, which typically means a shorter notice.

CURAIit announces scheduled maintenance work – also called service windows – by emailing the relevant contact persons, whom the customer have informed to CURA Management Centre.

CURAIit schedules large service windows to take place Wednesdays between 06.00 am and 08.00 am. However, service windows outside this period of time may appear, which in that case will be announced through CURAIit's operation information: <http://www.curait.dk/support>.

If the customers schedule service-affected work – work, which might trigger the alarm at CURAIit – the customer must inform CURAIit in advance.

### 4. Change request

When contacting CURAIit regarding change requests to products that have already been put into service, CURAIit guarantees follow-up through the order confirmation within eight business hours, effective from the reception of the change request during ordinary business hours. Requests must be sent to [112@curait.dk](mailto:112@curait.dk).

CURAIit strives to process change requests within five business days after the customer and CURAIit have agreed on the type of change request subject to the external conditions that will increase the processing time.

### 5. Error procedures

All inquiries concerning errors must be conducted either by calling CURAIit's technical support on +45 70 22 35 45 or by sending an email to [112@curait.dk](mailto:112@curait.dk).

All error messages sent to the above-mentioned email are registered at CURAIit with a case number (a so-called ticket). The case number appears in the auto supply to the sender and is a unique reference number that must be disclosed at all subsequent correspondence concerning the error.

#### 5.1. Standard SLA or 24x7 SLA

CURAIT offers two types of services: *Standard SLA* and *24x7 SLA*. Standard SLA is our standard service, on which some products can be subscribed an add-on called 24x7 SLA. Standard SLA is automatically chosen unless otherwise explicitly stated in the contract.

The distinction below describes the content in the two types of services:

**Standard SLA:** Error reports will be received and debugged during ordinary business hours. Inquiries outside ordinary business hours will, therefore, not be processed before next business day. In Standard SLA, downtime and response time will only be calculated during ordinary business hours.

**24x7 SLA:** Error reports will be received and debugged 24 hours a day, 365 days a year.

### **Emergency number (Requires 24x7 SLA)**

To give our customers quick help - even outside our regular opening hours – CURAIT has created an emergency line. With this prioritized phone number you can always get in touch of one of our technical consultants 24x7 365.

Using the line requires a 24x7 SLA – otherwise you will be billed double rate + an initial fee. You can find the specific emergency number in section 6 under *Escalation procedure*.

## **5.2. Errors observed by the customer**

Errors in products or additional services, which are detected by the customers, should always be reported in writing through the ticket system: [112@curait.dk](mailto:112@curait.dk).

Outside ordinary business hours, CURA Management Centre only reacts on error reports by phone. Contact information to CURA Management Centre is stated in section 6, where CURAIT's escalation procedures will be described.

**The customer should be able to answer the following checklist, before contacting CURAIT concerning an error message:**

- Which server/product does the error report concern?
- Can the nearest default gateway be reached via ping?
- Is this gateway reachable from another location via ping?
- Can you log on via RDP/SSH?

**If you email us, the error report should contain the following:**

- A description of the problem
- Technical documentation such as time, trace routes, ping times, etc. (cf. checklist above)
- Contact information (name, phone number and email)

When the error has been debugged, the case will be closed and filed, and a message will be sent to the customer with this information. The error is then considered as recovered, unless the customer objects.

## **5.3. Errors observed by CURAIT**

If CURAit detects errors on products or additional services, CURAit will react and act in the following prioritized order:

- Backbone
- Hosted services (crashes involving more customers)
- A few customers

CURAit reserves the right to determine in which category the individual errors should be placed.

## 5.4. Special circumstances

CURAit reserves the right to either reject customers or bill calls to CURA Management Centre, conducted outside ordinary business hours unless the customer has subscribed the 24x7 SLA.

CURAit reserves the right to bill the customer for all the time spent, driving and materials in connection with the customer's error report where the cause turns out to be due to the customer, their installation/equipment or other subcontractor(s).

Moreover, CURAit reserves the right to bill the customer, if the customer has given incorrect information in connection with installation or repair.

The customer must at CURAit's request assist during the error debugging without further costs to CURAit. Unnecessary waiting in connection with customer assistance, including waiting for the customer's arrival, waiting for access to an address, information regarding the error etc. are not included in downtime and repair time.

If there is doubt about the cause of the error or its existence in CURAit's network, a third-party examination can be agreed. The customer must pay the expenses of this examination; if it turns out that the error does not come from or exist in the solution provided by CURAit.

There cannot be required any compensation in case of errors that directly or indirectly can be attributed to the customer, their equipment, system or subcontractor(s).

## 6. Escalation procedure

If CURAit does not react under the applicable SLA, the following escalation procedure can be used:

Order	Contact information
1. CURA Management Center	(+45) 70 22 35 45 / 112@curait.dk
2. Emergency number	(+45) 42 74 28 00 (Requires 24x7 SLA)
3. System Manager	Morten Nybo Dahl: md@curait.dk; +4588524901
4. CBO	Ole Christensen: oc@curait.dk; +4588524904
5. Account Manager	You can find contact info on <a href="http://www.curait.dk/en/contact/">www.curait.dk/en/contact/</a>

## 7. Up and downtime

The following section describes and illustrates, how CURAit calculates up and downtime. The

guaranteed uptime on CURAIT's respective products will be stated in section 9.

## 7.1. Calculation of uptime

The guaranteed uptime is the time in which the product or additional services is available over a given time. The uptime is calculated quarterly in percentage, based on the actual number of seconds that are included in the quarter in question (subject to the Standard SLA, where seconds outside ordinary business hours do not count).

The formula, which is the basis for the uptime calculation, is as follows:

% uptime:  $((\text{Quarterly in seconds} - \text{sum of 'downtime' for the quarter in question}) / (\text{quarterly in seconds})) * 100$

## 7.2. Calculating downtime

Downtime is calculated from the time, where a product or an additional services are not functional at the time of the error report until the product works again after the error recovery, or the parties disagree whether the error has been recovered. Subject to power failure on customer-placed equipment.

In Standard SLA, the downtime is only calculated during ordinary business hours, which means that the downtime regarding reported errors outside ordinary business hours does not count.

In 24x7 SLA the downtime is calculated 24x7.

## 8. Compensation

Compensation can be required with a 24/7 SLA. All complaints about errors or delay must be received by CURA Management Centre no later than 30 days after the error or delay have been stated. If the customer succeeds, the customer's account will be credited at CURAIT. The size of the compensation will be indicated in section 9 in connection with the respective products.

### 8.1. Compensation for downtime

The customer has the right to require compensation, if the customer has the 24x7 SLA and if the guaranteed uptime is not complied.

Scheduled, announced service windows due to maintenance of the network and errors, which occur on the basis of an event beyond the control of CURAIT, or on the basis of the customer's conditions or act/omissions committed by third-party at the customer, power failure or as a result of the customer's conditions, are not included in the calculation of the uptime and will therefore not be compensated.

### 8.2. Compensation for exceeding the response time

The customer has the right to require compensation, if the customer has the 24x7 SLA contract and if the response time is not complied.

Errors, which appear due to events beyond the control of CURAIT, the customer's conditions or acts/omissions committed by third-party at the customer or as a result of the circumstances at the



customer or due to scheduled maintenance, will not be compensated.

## 9. Products and additional services

In the following, we want to describe CURAit's SLA, which addresses specific products and/or additional services.

### 9.1. Housing

#### 9.1.1. Datacentre - Tåstrup

CURAit is responsible for operation to the server. Datacentre Tåstrup has ISAE-3402 declaration.

Table 1: Datacentre		
Availability/ uptime, backbone	Our data network is constructed with a topology based on self-healing transmission rings. All transmission is ethernet-based and the network is constructed by network elements from Cisco.	Backbone 99,98 %.
Service window	CURAit updates regularly in the network. See scheduled service at our website: <a href="http://www.curait.dk/support">www.curait.dk/support</a> .	Wednesday from 06.00 am to 08.00 am.
Power uptime	If the power grid disappears, our UPS takes over, while the generator is preparing to take the load.	
Package loss		≤ 0,1 % backbone, Guaranteed maximum.
Interior spaces	The internal ground clearance, including modular raised floors and the space under the floor, are at least 3.0 meters (2.7 meters above the floor and 0.3 meters below the floor).	
	The floor plates measure 0.6 m. x 0.6 m. and have an anti-static surface.	
	The maximum load on the raised floor is 300 kg/point and 600 kg / m <sup>2</sup> . More heavy objects must be placed on metal structures to an additional charge agreed with CURAit.	
Raised floors	The depth is at least 30 cm measured from the top of the floor surface.	
Internal cabling	The Cable tray system is metallic and passes below the raised floor or below the ceiling. Each power cable in the cable tray has a ground conductor, which works as the system's connection to ground.	
	Only Low Smoke Zero Halogen copper cables with low flammability are used.	

Connection to ground	Housing facility is equipped with an electrode with a connection to ground that has a resistance of less than 5 ohm compared to neutral grounding. All metal parts, which are attached to the building under the construction, are earthed to the backbone of the main connection to ground.	
	Transient protection.	
Lightning	Main and emergency lightning.	
	Exit lights.	
Accessibility	Access 24x7-365. The room has separate entrances and is ensured with alarm and passwords.	
Access control	Access for all facilities requires personal key cards and passwords.	
Snow removal	Snow will be removed as needed within 24 hours Monday to Friday between 08.00 am and 04.00 pm. In cases where heavy snowfall blocks the access at other times, CURAit will contact a snow removal company on request. Emergency plans will be maintained to manage general emergency solutions.	
Power consumption	The allowed power consumption for the individual rack space appears on the order confirmation or the contract.	
Generator	3 x 400 V, 50 Hz AC power diesel generators, which are designed and maintained to be able to provide the whole station of AC power consumption continuously in 24 hours without refueling diesel. If necessary, additional fuel will be provided during extended power outages.	
Alternating current (AC)	The AC has 10 minutes of battery backup at full load. Either N or N+1 protection are used. The battery backup is moreover supported by the diesel generator.	
	230 V AC is made available.	
Direct current (DC)*	The following are made available: -48 V nominal DC power and dual power feed A&B. These inputs are finished in a distributing panel (PDU) in two separate panels, A&B.	*) Some facilities do not support 48 V
	The DC power panel has one (1) hour battery backup at full load. The battery is supported by diesel generators.	*) Some facilities do not support 48 V
	The following are made available: -48 V nominal DC and dual power feed A & B. These inputs are finished in a distribution panel (PDU) in two separate panels A&B. A few places do not offer DC.	
	The DC system has one (1) hour battery backup at full load. The batteries are supported by diesel generators. A few places do not offer DC.	
	Air condition to outdoor temperatures between – 30°C and + 45°C-.	

Air condition	The air conditioning system can maintain a room temperature at 24°C ± 3°C.	
HVAC	Temperature: 24 C +/- 3 C HVAC system redundancy: N+1 redundant device.	
Fire protection	Fire suppression system with gas (Inergen, Argonite or the like). Optical fire alarm or aspiration. Fire suppressing walls. Ion alarm.	
	Early warning smoke and fire alarm system.	
Alarm monitoring	The Operation and Management Centre (OMC) is staffed 24 hours a day, 365 a year.	
Video surveillance	Each housing facility is equipped with video surveillance, which is connected to the OMC.	

### 9.1.1.1. Conditions for access permission

CURAIT gives the hirer, their employees, technicians and representatives, who are chosen by the hirer, access to the hirer's rented space and equipment as stated below:

1. The hirer's employee, or other technician chosen by the hirer, will have free access 24 hours a day, 365 days a year in order to be able to install, inspect, maintain or remove equipment. This personnel will figure on a primary access list that is approved by hirer and CURAIT.
2. The above-mentioned persons must in accordance with CURAIT's procedures be equipped with an access card with photo. The primary access list of the by hirer approved employees lies in an always updated version at CURAIT.
3. The hirer is liable that the hirer's guest technicians do not touch or otherwise affect or interfere with equipment that do not belong to hirer. Persons, who are not specified on the primary list, or persons, who do not have an access card provided by CURAIT, must before the access with hirer, inform name and phone number to OMC – Moreover, this must be registered in a ticket.
4. The hirer is liable that hirer's guests are equipped with an ID card with photo and the owner's signature. On CURAIT's request, the hirer sends a list with names with the hirer's guests and procures satisfied documentation of their identity.
5. In case of urgency/emergency, every person chosen by hirer has access 24 hours a day 365 days a year to make emergency repairs. Hirer's request thereon is conducted by emailing OMC that after telephone contact can open for access to the desired facility. The person in question must report back to OMC, when the facility is left, after which OMC can close the case.
6. Hirer gives at least 2 days of notice, when adding new persons to the primary access list.

The keycard and key passwords are assigned to hirer's employees on the primary access list. To get access to a room, access cards with photo and password must be used.

The hirer will in every way hold CURAIT harmless from all claims that may be made by third-parties, and which arise out of every action that hirer or hirer's guests have done in relation to third-party equipment that are located in every facility.

The hirer conducts his access rights as defined in this agreement in accordance with all reasonable procedures and instructs (including security procedures and the following housing rules) that CURAIT

has established with all relevant security claims made by any public authority.

### Staying at the facilities

1. The area is non-smoking, and smoking is therefore prohibited. The hirer incurs coverage of expenses for alarms, which are triggered because of smoking.
2. The consumption of food and drinking is forbidden in any of the facilities.
3. Equipment, which uses radio transmitter, must be approved by CURAit. If the radio transmitter is a nuisance to other customer's equipment, the approval can be drawn back immediately.
4. Interior doors should be kept closed in order to run the cooling optimally.
5. Leave the building if you hear an alarm. In case of fire alarm, the fire suppression system will be activated automatically – leave the room and close the door.
6. Avoid dangerous situations. Do not operate equipment, that may pose a security risk, without informing CURAit.

#### 9.1.1.2. Error debugging and error prioritizing

CURAit prioritizes errors like this:

- **High priority:** Services affected by common errors.
- **Medium priority:** Services affected by individual errors, or services without the capacity or quality stated in the agreement.
- **Low priority:** All errors that are not defined as high or medium priority.

**Table 2: Error debugging in the datacentre**

Service time	The time in which the subscribed SLA is applicable, provided, that the customer can be contacted.	See opening hours at <a href="http://www.curait.dk">www.curait.dk</a> .
Response time	The period from the error reporting has been registered at CURA Management Centre until the error debugging will be initiated. Solely considered during service time.	Max. 4 hours.
Debugging time	The debugging time begins when the period of response time has expired.	As soon as possible within the applicable SLA.

Outside ordinary business hours, all inquiries must be done by telephone. If you call CURAit outside the openings hours and without an applicable service agreement, you are billed per initiated technician hour.

CURAit's customers are continuously oriented about the debugging process in connection with errors of high priority. Error debugging can continue outside the ordinary workday, until the error has been debugged, or an alternative solution has been found.

### 9.1.1.3. Upgrade and maintenance of network

Scheduled work in the network is carried out outside normal business hours. The work is warned no later than two work days before at CURAit's website: [www.curait.dk/support](http://www.curait.dk/support).

Minor maintenance tasks are carried out without warning in a scheduled maintenance window. This takes place during the time Wednesday at 06:00 am-08:00 am.

Large maintenance tasks will be warned at CURAit's website no later than two days before the work has been initiated.

### 9.1.1.4. Warning

CURAit will warn the customer no later than two work days prior to the work with the network. However in case of emergencies, CURAit has the right to carry out the work in the network without warning the customer.

## 9.2. Cloud Store hosted products

### 9.2.1. Error prioritizing and error debugging

CURAit prioritizes errors like this:

- **High priority:** Services where more customers are affected by common errors.
- **Medium priority:** Services affected by individual errors, or services without the capacity or quality specified in the agreement.
- **Low priority:** All other errors that are not defined as high or medium priority.

Table 3: Error debugging on virtual servers		
Service time	The period of time during which the subscribed SLA is applicable, provided, that the customer can be contacted.	See the opening hours at <a href="http://www.curait.dk">www.curait.dk</a> .
Response time	The period from the error reporting has been registered at CURA Management Centre until the error debugging will be initiated, is only calculated during service time.	Max 4 hours.
Debugging time	The debugging time begins when the period of response time has expired.	As soon as possible during service time.

### 9.2.1.1. Restarting virtual servers

Table 4: Restart of virtual servers		
During ordinary work time	See the opening hours at <a href="http://www.curait.dk">www.curait.dk</a>	< 4 hours
Outside ordinary work time*	See the opening hours at <a href="http://www.curait.dk">www.curait.dk</a>	< 2 hours

\*) A distinct 24x7 SLA is required.

### 9.2.1.2. Restart of services/roller

Table 5: Restart of services/roller		
During ordinary business hours	See the opening hours at <a href="http://www.curait.dk">www.curait.dk</a>	< 4 hours
Outside ordinary business hours*	See the opening hours at <a href="http://www.curait.dk">www.curait.dk</a>	< 2 hours

\*) A distinct 24x7 SLA is required.

### 9.2.1.3. Upgrade and maintenance of network

Scheduled work in the network will be carried out outside ordinary business hours. The work will be warned no later than two work days earlier at CURAit's website.

Minor maintenance tasks will be carried out without warning in a scheduled maintenance window. This will be conducted during the time Monday 12:00 am-06:00 am.

Large maintenance work will be warned at CURAit's website no later than two workdays before the work has been initiated.

Work in the network, in connection with error debugging of the highest priority, can be carried out during ordinary business hours.

### 9.2.1.4. Warning

CURAit warns the customer no later than two work days before working in the network. However, in case of emergencies, CURAit has the right to provide work in the network without informing the customer.

## 9.3. IP port

### 9.3.1. Service agreement

Standard service agreement at IP port is 24x7 SLA.

### 9.3.2. Error debugging

Error debugging and localizing of errors will be initiated within one hour all days between 00-24.

<b>Table 6: Error debugging at IP Port</b>		
Service time	The period of time during which the SLA is applicable, providing, that we are able to contact the customer.	00-24, all days.
Response time	The time from error reporting has been registered at CURA Management Centre until the error debugging will be initiated, is solely calculated during service time.	Max. 3 hours.
Debugging time	The debugging time begins when the period for the response time has expired.	As soon as possible during service
Monitoring, backbone	CURAIT's backbone is monitored 24x7-365.	
Monitoring, circuits, CPE	There are no active monitoring on circuits and CPE routers.	Must be actively error reported by the customer to CURAIT.
Availability/Uptime, backbone	The percentage of the total service time, where the product is available. Is measured annually.	99,97 %
Availability/Uptime, IP Port	The percentage of the total service time, where the product is available. Is measured annually.	99,97 %
Service window	See current updates at our website: <a href="http://www.curait.dk">www.curait.dk</a> .	
Package loss		≤ 0,1 % backbone, guaranteed maximum.

#### 9.3.2.1. Upgrade and maintenance of network

Scheduled work in the network is carried out outside ordinary business hours. The work is warned no later than two work days earlier at CURAIT's website.

Minor maintenance tasks are carried out without warning in a scheduled maintenance window. This takes place during the time period Monday 12:00 am-06:00 am.

Large maintenance work will be warned at CURAIT's website no later than two work days before the work has been initiated.

Work in the network, in connection with error debugging of the highest priority, can be carried out during ordinary business hours.

### 9.3.2.2. Warning

CURAIit warns the customer no later than two work days before the work in the network. However, in case of emergencies, CURAIit has the right to provide the work in the network without informing the customer.

### 9.3.3. Private Rack

CURAIit is responsible for the connection to customer's rack. See section 9.3. in the SLA. Service work at the customer's own applications and hardware relies solely on the customer.

### 9.3.4. Shared Rack

CURAIit is responsible for the connection to the shared rack. See section 9.3. in the SLA. The service work at the customer's own applications and hardware rely on the customer.

If you require software updates and debugging of minor critical software/hardware problems Monday-Friday in the period of time between 04.00 pm and 08.30 am and in the weekends, the time consumption and driving will be billed under CURAIit's at any time applicable price rates.

## 9.4. Hosting and Managed Services

### 9.4.1. Managed Firewall

Standard service agreement for Managed Firewall is standard SLA.

#### 9.4.1.1. Error debugging and prioritizing

- High priority: Services, where more customers are affected by common errors. Error debugging will be initiated within 4 hours.
- Medium priority: Services affected by individual errors or services without the capacity or quality as stated in the agreement. Error debugging will be initiated within 4 hours.
- Low priority: All other errors that are not defined as high or medium priority. Error debugging will be initiated within 4 hours.

With 24/7 SLA, the response time is always 2 hours 24-7x365

#### 9.4.1.2. Upgrade and maintenance of network

Scheduled work in the network is carried out outside ordinary business hours. The work will be warned no later than two work days earlier at CURAIit's website.

Minor maintenance tasks are carried out without warning in a scheduled maintenance window. This takes place during the time period Monday 12:00 am-06:00 am.



Large maintenance work will be warned at CURAI's website no later than two work days before the work has been initiated.

### 9.4.1.3. Warning

CURAI warns the customer no later than two work days prior to the work in the network. However, in case of emergencies, CURAI has the right to provide work in the network without informing the customer.

## 9.4.2. Managed VPN

Standard service agreement for Managed VPN is standard SLA.

### 9.4.2.1. Error debugging and prioritizing

- High priority: Services, where more customers are affected by common errors. Error debugging will be initiated within 4 hours.
- Medium priority: Services affected by individual errors or services without the capacity or quality as stated in the agreement. Error debugging will be initiated within 4 hours.
- Low prioritet: All other errors that are not defined as high or medium priority. Error debugging will be initiated within 4 hours.

With 24/7 SLA, the response time is always 2 hours 24-7x365

### 9.4.2.2. Upgrade and maintenance of network

Scheduled work in the network is carried out outside ordinary business hours. The work will be warned no later than two work days earlier at CURAI's website.

Minor maintenance tasks are carried out without warning in a scheduled maintenance window. This is during the time Monday 12:00 am-06:00 am.

Large maintenance work will be warned at CURAI's website no later than two workdays before the work has been initiated.

### 9.4.2.3. Warning

CURAI warns the customer no later than two work days before working in the network. However, in case of emergencies, CURAI has the right to provide the work in the network without informing the customer.

## 9.4.3. Managed Server

The service agreement contains the following:

### Software:

- Complete management on BSD server
- Updates and debugging of minor critical software issues in the period of time between 08.30 am and 04.00 pm Monday to Friday.
- Debugging of service-interruptive software issues in the other periods of time.

### Hardware:

- Complete management
- Debugging of mechanic and electronic service interruptions all days in the period of time from 00 am-00 pm. Including possible replacement of spare parts and driving and salary in connection with the above-mentioned. The hardware warranty is conditioned/limited by the accompanied service by the acquisition of the equipment (see the hardware contract). As Standard, there are 36 months hardware agreements. Then, it cannot be guaranteed that the spare parts will be on stock, and moreover, the customer will subsequently be billed for provided repairs.

It solely relies on the customer to contact CURAIT to order error debugging.

### The service agreement does not include:

- Software updates and debugging of less critical software issues Monday-Friday in the period between 04.00 pm and 8.30 am and in the weekend. If this is desired, and CURAIT estimates to have free resources, the time consumption and driving will be done according to CURAIT's at any time applicable rates.
- Service as a result of service interruptions caused by abuse or improper operation.

The service agreement for the, by CURAIT delivered software, only concerns service on the delivered software, whereas the service provision at the customer's own applications rely solely on the customer.