

Appendix 2 to the Special Terms and Conditions for mit.dk

SERVICE LEVEL AGREEMENT

1. INTRODUCTION

- 1.1. This Appendix describes how service levels shall be measured and calculated.
- 1.2. The Customer has access to own statistics, reports and shipping log for all consignments distributed via Connect platforms in the Connect Portal.

2. AGREED SERVICE LEVELS

- 2.1. This Appendix includes a detailed description of the measurement and performance of the following service levels for mit.dk provided by Netcompany:
- (v) Availability (see Clause 4);
 - (vi) Performance (See Clause 5)
 - (vii) Response time (see Clause 6); and
 - (viii) Target resolution time (see Clause 7).

3. ASSIGNMENT OF SEVERITY LEVELS TO INCIDENTS

- 3.1. Service levels relating to management of incidents are based on severity of the incident in question. The assessment of the incident/problem and the assignment of the severity level shall be based on the variables set out in the table below:

Variable	Severity level
Disrupts all functionality, productivity or performance of the Solution. Urgent action is required as impact is same day	1
Disrupts substantial and critical part of the functionality, productivity or performance of the Solution. Urgent action is required as impact is same day.	2
Some disruption to functionality, productivity or performance of the Solution. Difficult, but not impossible to continue business via workaround(s)	3
Minor disruption with minimal impact to business activities. No immediate action required. Business as usual can continue, possible via workaround(s) until resolved.	4

- 3.2. Netcompany shall in good faith assign a severity level to an incident/problem based on the variables set out in the table above.

4. AVAILABILITY

4.1. Scope and purpose

- 4.1.1. This service level measures the actual availability of the Solution in percentage during the applicable measurement period.

- 4.1.2. Service level target: **99,5%**

4.2. Service level calculation

- 4.2.1. The service level performance for availability is calculated as follows:

$$\frac{\text{Actual availability}}{\text{Agreed operating time}} \times 100$$

4.2.2. Actual availability means the time (calculated in minutes) during the agreed operating time, where the Solution has performed as intended/planned and with the agreed functionality being available.

4.2.3. Agreed operating time means the time (calculated in minutes) in the period Monday to Sunday from 00:00 to 24:00 CET during the measurement period. When calculating the agreed operating time, Netcompany shall deduct the time period in which a planned service window occurred. Service windows – involving unavailability of the Solution – is allowed to the following extent.

Service window	Extent
Planned maintenance	Netcompany can perform planned maintenance involving downtime of the Solution in service windows 22:00 – 00:00 CET, Wednesday in even weeks. Netcompany will inform PostNord Strålfors in advance.
Emergency maintenance	Netcompany can performed emergency maintenance with a maximum duration of 2 hours – once every quarter. Netcompany will inform PostNord Strålfors.

4.2.4. Measurement period: Monthly based on a calendar month basis.

5. PERFORMANCE

5.1. Scope and purpose

5.1.1. This service level measures whether the Solution is deemed to have performed as intended based on whether the processing times set out below have been met.

Type	Processing time target
Single message	20 seconds
Bulk messages (2 - 1000)	30 minutes
Bulk messages (1001 - 350.000)	24 hours
Bulk messages (no. messages > 350.001)	No target

5.1.2. Service level: **98 %** of all messages sent during a month shall be processed within the applicable processing time target. The service level is if a minimum of 1000 messages are processed per month.

5.2. Service level calculation

5.2.1. The service level performance time is calculated as follows:

$$\frac{\text{Number of messages sent within the applicable processing time target}}{\text{Number of total messages sent}} \times 100$$

5.2.2. Measurement period: Monthly based on a calendar month basis.

6. RESPONSE TIME

6.1. Scope and purpose

6.1.1. This service level measures the ability for Netcompany to acknowledge an incident within the timeframes set out below.

Severity level	Response time
1	Within 30 minutes
2	Within 60 minutes
3	Within 4 working hours
4	Within 8 working hours

6.1.2. Service level: **95%** across response time targets. A minimum of two (2) response time target breaches are allowed per month.

6.2. Service level calculation

6.2.1. Response time is calculated as the interval between PostNord Strålfors has submitted the incident to Net- company's ITSM solution Toolkit and until Netcompany has confirmed towards PostNord Strålfors (through e.g. Toolkit or email) that Netcompany has received PostNord Strålfors' submission of the incident (Netcompany's acknowledgement of the incident), and is expressed as follows:

$$\frac{\text{Number of incidents where service level was met}}{\text{Total number of incidents}} \times 100$$

6.2.2. Measurement period: Monthly based on a calendar month basis.

7. TARGET RESOLUTION TIME

7.1. Scope and purpose

7.1.1. This service level measures Netcompany's ability to resolve incidents/problems within each severity level to the agreed timeframes. This time starts from the moment Netcompany has acknowledged the incident (see Clause 6.2 above).

7.1.2. After Netcompany has acknowledged the incident, Netcompany shall endeavor resolution of such incident within the target timeframes set out below:

Severity level	Target resolution time
1	Within 4 hours
2	Within 8 working hours
3	Within 5 working days
4	Within 20 working days – or upon agreement with PostNord Strålfors

7.1.3. Service level: **95%** across resolution time targets. A minimum of two (2) resolution time target breaches are allowed per month.

7.1.4. An incident has been resolved when the Solution can continue as planned without any reduction in quality or functionality.

7.2. Service level calculation

7.2.1. Resolution time is calculated as the interval between Netcompany's receipt of the incident from PostNord Strålfors and the point in time after which the incident/problem was resolved.

7.2.2. The service level performance for resolution time shall be calculated as follows:

$$\frac{\text{Number of incidents resolved within applicable target time frame}}{\text{Total number of incidents resolved or to be resolved by Netcompany}}$$

7.2.3. Measurement period: Monthly based on a calendar month basis.