

Service Level Agreement for Puzzel

This Support and Service Level Agreement (the “**SLA**”) forms an appendix to the Master Service Agreement (the “ **MSA**” or the “ **Agreement**”) entered into between Puzzel and the Customer.

1. Introduction

- 1.1 This SLA describes the support and service levels provided by Puzzel.
- 1.2 In addition to any defined terms in this SLA, any capitalised term in this SLA has the meaning attributed to it in the MSA and its Appendices.

2. Support Plans

Puzzel offers four different support plans (each a “**Support Plan**”)

Service	Description	Basic	Standard	Premium	Elite
Multi Channel Support - Business Hours	Engage with Puzzel Support via Phone, Chat or Submit a ticket via Puzzel Help Centre during Business Hours*	ü	ü	ü	ü
Troubleshooting	Troubleshooting in accordance with the Time Targets (see below for Emergency Phone Support)	ü	ü	ü	ü
Platform Status	Visibility of the Puzzel platform availability status	ü	ü	ü	ü
Knowledge Base	Access to Knowledge Base on Puzzel Help Centre	ü	ü	ü	ü
Customer HUB	Open a ticket with Puzzel Support and visualise the status	ü	ü	ü	ü
Service Credits	Penalty/Credits on Breach of Service Level for the Puzzel Service		ü	ü	ü
Service Level Reporting	This reporting shows the Puzzel Platform availability and number and type of tickets raised with Puzzel Support		ü	ü	ü
Emergency Phone Support - Extended Hours	Troubleshooting critical incidents (P1 and P2) during Extended Hours**			ü	ü
Emergency Phone Support - 24/7	Troubleshooting critical incidents (P1 and P2) 24/7				ü
Phone Support - Extra hours	Early (08:00 - 10:00 CET) or Late (16:00 - 17:30 CET) access to our international Support Team				ü

		*Business Hours	**Extended Hours
Norway	Monday - Friday	08:00 – 16:00 CET	08:00 – 21:00 CET
Sweden	Monday - Friday	08:00 – 17:00 CET	08:00 – 21:00 CET
Denmark	Monday - Friday	08:00 – 16:00 CET	08:00 – 21:00 CET
UK	Monday - Friday	09:00 – 17:00 GMT	09:00 – 22:00 GMT
Finland	Monday - Friday	09:00 – 17:00 EEST	09:00 – 22:00 EEST

3. Guaranteed Availability

- 3.1 Puzzel guarantees the following Availability (as defined below) for Puzzel services:

Other Puzzel Services

99,9%

* Workforce management, storage services (1), voice bot and agent assist are included in Other Puzzel Services.

(1) Puzzel storage services (such as Raw Data, Statistics, Media Archive, and FTP Storage) are continuously updated with real-time data but can experience rare delays up to 4 hours before the interaction is available in reports or media archive. Any delays exceeding 4 hours will be registered as an incident in accordance with Section 4 below.

3.2 "Availability is calculated as the total time (in minutes) when the Service is available to the Customer during a calendar quarter (2) divided by the total number of minutes in the same quarter, expressed as a percentage. For the avoidance of doubt, Puzzel is not liable for unavailability during any Maintenance notified at least 24 hours in advance.

(2) "Calendar Quarter" means Jan- Mar, April - June, July - September & October - December inclusive.

3.3. The Service shall be deemed unavailable if there is a P1 Fault not caused by a circumstance outside of Puzzel's reasonable control, including failure, defect or malfunction attributable to:

- Customer Equipment and Customer side integrations or systems
- Internet connectivity from a Puzzel User to the demarcation point where Puzzel's ISP physically connects to Puzzel's Data Centre (Figure 1 - Internet)
- Voice connectivity from the End User to the demarcation point where a Puzzel interconnecting carrier physically connects to Puzzel's Data Centre (Figure 2 - Voice & Voice over Internet)
- Voice connectivity from the demarcation point where a Puzzel interconnecting carrier physically connects to Puzzel's Data Centre to the End User. (Figure 2, demarcation point 1 - Voice & Voice over Internet)
- Voice connectivity from the demarcation point where a Puzzel interconnecting carrier physically connects to Puzzel's Data Centre to the Puzzel User. (Figure 2, demarcation point 2 - Voice & Voice over Internet)

Figure 1 - Internet

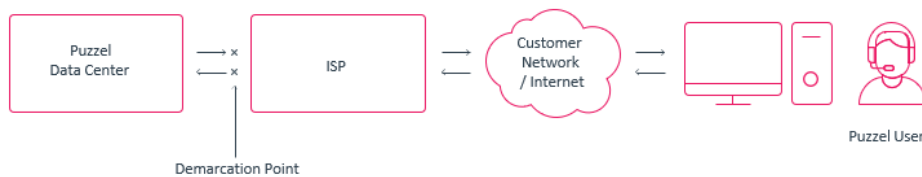
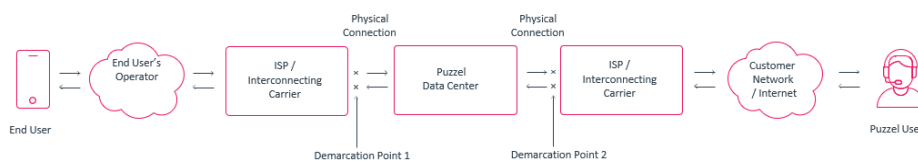


Figure 2 - Voice & Voice over Internet



4. Faults

4.1 Reporting

4.1.1 Deficiencies, errors, bugs, or other malfunctions in the Services (each a "Fault") shall be reported to Puzzel's support at Puzzel Help Centre (<https://help.puzzel.com>) as soon as possible after the occurrence of the Fault.

4.1.2 Outside Business, P1 and P2 faults must also be reported by telephone. However, the Customer is strongly advised to also report P1 and P2 Faults over telephone during Business Hours to ensure that the Fault will be properly addressed.

4.1.3 The following information is required when reporting a Fault (applicable target times in Section 4.3 can only commence when this information is provided):

- Customer name and customer number
- Name, telephone number and email address of the person who reported the Fault
- Fault details e.g. queues, DDIs, callers affected etc

- Consequence of the fault
- Time/date of fault
- Attachments e.g. fault log, screen print etc.

4. 2 Classification

Puzzel classifies all reported Faults according to Impact (Schedule 1) and Urgency (Schedule 2) as described below. Based on this classification, each Fault is given a Priority (Schedule 3).

Schedule 1 - Impact

Classification	Definition
High	The Fault affects all Users and End Users.
Medium	The Fault affects more than one User and/or more than one End Users.
Low	Other Faults.

Schedule 2 - Urgency

Classification	Definition
High	Application is unavailable and/or the Fault prevents communication between Customer and End-Users
Medium	Application is available, but feature is not working as expected and no work around is available.
Low	Application is available, but feature is not working as expected, but work around is available.

Schedule 3 - Priority

Urgency	High	Medium	Low
Impact			
High	P1-Highest	P2-High	P3-Normal
Medium	P2-High	P3-Normal	P4-Low
Low	P3-Normal	P4-Low	P5-Lowest

4. 3 Correction

- Once Faults are reported they are processed in accordance with the following time targets (where applicable "hours" for P1 and P2 Faults are dependent on applicable Support Plan):

Priority	Response Target*	Progress Update Frequency Target	Resolution Target Time**
P1	1 hour	Every hour	1 hour
P2	1 hour	Every 4 hours	1 day
P3	2 Business Hours	Upon Request	2 Business Days***
P4	4 Business Hours	Upon Request	5 Business Days***
P5	8 Business Hours	Upon Request	Not defined

*Time from submitted Fault report to first response from Puzzel, as registered in Puzzel Case Management

** Actual time to implement solution may be subject to appropriate Maintenance Window and/or product release

*** Weekdays excluding bank holidays

5. Change Requests

5.1 Minor technical and functional changes in the Services can be requested by the Customer through the Help Centre. Urgent change Requests must be followed up with a phone call to Puzzel support (regardless of Support Plan).

5.2 Currently, Puzzel offers the following standardised Change Requests

- One DDI/Queue/Skill
- Existing position in queue messages applied (up to position 10)
- No User exit (to existing queue or message)
- One time module
- Queue music
- Four announcements e.g. welcome, closed, queue and emergency message
- Statistics update (DDI number and queue added to existing reports)

5.3 Requests for a technical or functional change will be treated as a "Change Request" if Puzzel estimates that the requested change will take less than two hours to implement.

5.4 Change Requests require the following information to be provided:

- Customer name and customer number
- Change instructions
- Urgency and go live date/time
- Any requirements for testing the change
- Attachments, for example scripts, .wav files, call flows

5.5 All Change Requests are subject to Puzzel's confirmation and will be processed according to priority and Puzzel's availability.

5.6 Change Requests are normally processed within the following time frames

Urgency	Target
Standard Change	Completed within 5 Business Days
Quick Change	Completed within 3 Business Days
1 Day Change	Commenced within 1 Business Day
Urgent Change	Commenced within 1 Business Hour

5.7 Confirmed Change Requests will be invoiced according to Appendix 3 (Fees) or, if the price for the Change Request is not listed, as set out in Puzzel's confirmation.

6. Contact Details

6.1 For quick and efficient Support, we refer to <https://help.puzzel.com>.

6.2 To contact Puzzel Support by phone (subject to Support Plan), call:

- (DK) +45 70 90 88 00
- (UK) +44 333 300 0066
- (SE) +46 (0)8 4000 4000
- (NO) +47 21 89 89 89
- (FI) +358 942 72 27 00

- (BG) +359 2 474 4545