

Schedule 1 – Service Level Agreement

- Support hours are Monday through Friday between 3 a.m. and 9 p.m. U.S. East Coast Time, 9 a.m. and 12 a.m. Central European Time (hereinafter referred to as "Support Time"). For category 4 (urgent) requests, support is available all day, 365 days a year.
- For communication, Crownpeak will provide the customer with a trouble ticket system (TTS) and/or an e-mail address.
- Upon receipt of the support request, Crownpeak will contact Customer within the response times set forth below. The parties agree on the following service categories and response times:

Urgent (Service Category 4)

The production environment is down, the public website is down, or an important feature is unavailable.

High (Service Category 3)

The disruption significantly affects the core functions of the Crownpeak product, so that it can no longer be used in a commercially viable manner and there are no reasonable technical and/or organizational workarounds.

Normal (Service Category 2)

Issues that affect the usability of the product, but for which a workaround is offered that does not affect key features if the issue is not considered urgent or high, as well as general questions about the product.

Low (Service Category 1)

Product improvement requests, as well as general service requests that don't require an immediate resolution or that require available resources to start working. This includes deployment requests, which fall under product-dependent deployment SLAs.

- Requests made during support hours will be handled with the following response times:

Defect class / Service Level	Urgent (4)	High (3)	Normal (2)	Low (1)
Response times ¹	15 min	15 min	15 min	15 min
Start of error analysis within support hours	2 hrs	8 hrs	1 business day	3-5 business days based on request

¹ Sending an e-mail confirming that the ticket has been received in the ticket system.

- If the customer reports an issue via a ticket or email, they must describe the issue in as much detail as possible. Upon receipt of the report, Crownpeak will analyse the problem and attempt to resolve it within the time limits set out in clause 4. Crownpeak reserves the right to determine how a problem will be resolved and, if a solution is not possible, to offer the customer a workaround to the extent possible.
- Crownpeak's maintenance obligations apply to the current version of the software. The customer will be informed in advance of the availability of a new version of the software. Maintenance of the production environment usually takes place on the last Wednesday of the month between 7:00 a.m. CET and 9:00 a.m. CET. The staging servers for development and QA are serviced one week in advance. If individual project adjustments are necessary on the part of the customer after an update or upgrade, these are not included in the scope of the contract and must be agreed separately with the customer.