

SLA MyLedgnd

1. DEFINITIONS

During the Subscription Term, Ledgnd shall provide support, maintenance and availability of MyLedgnd and the Products in accordance with this SLA. For purposes of this SLA, the capitalized terms listed below shall have the meanings set forth in this paragraph. Capitalized terms not defined in this SLA shall have the meanings set forth in the General Terms and Conditions of Ledgnd (GT&C).

- **Issue:** a fault, error or any set of circumstances having adverse effect on the appearance, operation, or functionality of MyLedgnd and/or the Products.
- **Maintenance:** work to be performed to MyLedgnd by Ledgnd for the purpose of repairing and/or enhancing MyLedgnd.
- **Support Request:** request made by the Customer in accordance with this SLA for support in relation to MyLedgnd for all Customer Facilities of a single Customer. Requests include, but are not limited to, request for resolution of Issues, changes and questions.

2. FIRST LINE SUPPORT

2.1. Support hours

Ledgnd shall provide Customer with support in accordance with this SLA from Monday to Friday from 08:00-18:00 CET/CEST, excluding the following (public) holidays as recognised in the Netherlands: Easter Sunday, Ascension Day, King's Day, Whit Sunday, Christmas Day, Boxing Day.

2.2. Support Request

Customer may contact Ledgnd support by email at support@myledgnd.com Customer shall indicate the priority level (P1, P2, P3, P4) in the subject line of the email when submitting a Support Request in relation to an Issue. All Support Requests in relation to an Issue without a priority level in the subject line are handled as a P4 Support Request.

Only the Customer's principal user(s) persons may contact Ledgnd support. Ledgnd support offers support in Dutch and English. Any other language will be offered on a reasonable effort basis.

2.3. Priority determination and escalation

When submitting a Support Request, Customer shall reasonably diagnose any Issue itself and communicate to Ledgnd the priority level. Ledgnd will make reasonable efforts to respond promptly to Customer's Support Requests and to address Issues within a reasonable time. Ledgnd shall assess Customer's priority level designation and notify Customer of a change in the priority level designation to a higher or lower level, including an explanation for the change.

2.4. Issues related to Products

If an Issue relates to a malfunction or defect of a Product, Ledgnd shall forward the Incident to the relevant manufacturer. Ledgnd shall use reasonable efforts to facilitate that the manufacturer's warranty, as described in the GT&C, benefits the Customer. Ledgnd shall keep the Customer informed of the status of the Incident. Ledgnd shall not assume any responsibility or liability for the handling or resolution of such Incidents by the manufacturer, and any such responsibility or liability shall be exclusively governed by the provisions set out in the GT&C.

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2.5. Support service levels

Priority Level	Description	First response time
<i>P1</i>	<ul style="list-style-type: none"> An Issue that makes MyLedgnd completely unavailable; or Critical functionality is interrupted, degraded or unusable, having a severe impact on the availability of MyLedgnd; and No acceptable workaround is available. 	4 hours
<i>P2</i>	<ul style="list-style-type: none"> Non-critical function or procedure, degraded, unusable or hard to use having an operational impact, but with no direct impact on the availability of MyLedgnd; and No acceptable workaround is available. 	8 hours
<i>P3</i>	<ul style="list-style-type: none"> Issues that affect minor functionality; or Users can use MyLedgnd, but possibly less efficiently; and A workaround exists, but is not optimal. 	24 hours
<i>P4</i>	<ul style="list-style-type: none"> (Usage related) questions; or Issues that are not related to broken functionality in MyLedgnd. 	72 hours

3. MAINTENANCE

3.1. Scheduled Maintenance

Ledgnd may from time to time, perform Maintenance on MyLedgnd. Ledgnd will aim to minimize the impact on MyLedgnd because of such Maintenance. Ledgnd shall make reasonable efforts to inform the Customer of such Maintenance at least two business days in advance. Any unavailability of MyLedgnd due to scheduled Maintenance is excluded from the calculation of the availability service level as described in article 4.1.

3.2. Emergency Maintenance

Ledgnd reserves the right to perform emergency Maintenance to MyLedgnd as needed in which case Ledgnd shall make reasonable effort to notify the Customer if feasible under the circumstances.

4. AVAILABILITY

4.1. Availability service level

Ledgnd will use reasonable efforts to achieve 98% availability of MyLedgnd over any 12-month period. Customer may obtain, via <https://status.myledgnd.com>, an up-to-date overview of availability for the preceding 90 days; longer reporting periods are available upon request.

5. GENERAL PROVISIONS

5.1. Term Emergency Maintenance

This SLA shall commence on the Order Effective Date and shall continue until the end of the applicable Subscription Term.

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5.2. Amendments

Ledgnd may amend this SLA at any time. Material amendments shall be notified to the Customer in advance and shall take effect thirty (30) days after such notification, unless a later effective date is specified.

5.3. Order of precedence

In the event of any conflict, the following order of precedence shall apply: (i) the Order, (ii) the GT&C, and (iii) this SLA.

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