

# Pon & Sharebox AGREEMENT

## Service Level Agreement

This schedule describes the Services Levels related to ser products and services delivered.

## 1 Introduction

The Service Level Agreement (SLA) is the contractual agreement between Supplier and Customer that outlines the service levels delivered. This SLA service description is a general description. The customer specific SLA are defined in the signed contract or quote by the service level chosen by the Customer.

## 2 Service Level definitions

The Supplier warrants that the kiosk will remain operational for the Customer in line with the selected Service Level and the definitions below.

Service	Description
Availability of the Kiosk service	The service is available when it can be used by the Customer or their end-customer by the agreed and delivered customer journey
Availability of the Datacenter service	The service is considered available if more than 10% of the Customers kiosks are functional in the meaning that end-customers are able to use the service
Incident	Any unscheduled events, Service or Software interruptions, reduction of Service or Software quality, or other Service or Software implications that lead to any level of disruption of the Services provided by Supplier
Severity level	Incidents are classified according to Severity level with the following classifications: <ul style="list-style-type: none"> <li><b>High</b> – Incidents that affect several locations or central services elements that affect critical functionality in the service</li> <li><b>Normal</b> - Incident that affects and makes the service unavailable at a single location</li> <li><b>Low</b> - Incident that affects the service at a single location, but still available for Customers and end-customers</li> </ul>
Service window	The time interval during which the service is provided with support
Service period	A calendar quarter starting from January
Response time	The time from an incident is reported to Supplier until confirmation of receipt is given Customer will in 95% of the cases be met according to classified Severity level
Incident correction	95% of reported incidents to be solved at first attempt either by remote fix or by solving the incident locally. Root cause analyses will be made for incidents of grade severity High and made available for Customer withing 72 hours of incident being resolved.
Calculation of availability	Availability is calculated according to the following formula:  $\text{Availability} = (1 - (N - P) / D) * 100\%$ <p>P: Downtime in connection with planned work or in maintenance window  N: Downtime in minutes  D: Operating time in minutes – total number of minutes in the defined Service period</p> <p>Only incidents reported by the Customer, and which has a downtime of more than 5 minutes are included in the calculation.</p>
Incidents that don't affect calculation of downtime	Incidents that arise from <ul style="list-style-type: none"> <li>Physical abuse, improper handling or accidental damage</li> <li>Poor cellular coverage, or the temporary disruption or failings of internet or telecommunication</li> <li>Force majeure or other conditions beyond the Supplier's control</li> </ul>

Service	Description
	<ul style="list-style-type: none"> <li>Conditions due to the Customer or end-customers incorrect use of the service (e.g. keys in a pinch)</li> <li>3<sup>rd</sup> party services used to complete the digital customer journey</li> </ul>
Calculation of service credit	<p><b>Datacenter service:</b> The service credit is based on 30% of the total monthly costs for the kiosk services upward limited to € 5.000</p> <p><b>Kiosk Service:</b> The service credit is a percentage of the monthly costs per kiosk affected</p> <p>Service credits are only given on one of the services, even if the incident affects both. If such an incident occurs Service credit is given on the Datacenter service.</p>

### 3 Service availability

The Supplier use commercially reasonable efforts to keep the datacentre services and the kiosks operational and available in accordance with the table below. In the event Supplier does not meet the goals set in the table below in a given quarter Customer will be eligible to receive a Service Credit as described below.

Service	Datacenter service	Kiosk service
<b>Definition of service</b>	The datacenter services include database-, application- and API services provided from a datacenter site	Kiosk service is functionality and other services provided at the kiosk
<b>Service Level</b>	Extended	I16/32 & s32
<b>Service Window</b>	24/365	According to selected kiosk
<b>Severity level</b>	High	Medium or Low
<b>Availability level</b>	99,8%	97%
Degraded Level 1	99 - 99,79%	96-96,9%
Degraded Level 2	< 99%	< 96 %
<b>Service Credits</b>		
Degraded Level 1	30%	30%
Degraded Level 2	70%	70%

### 4 Service Level overview

The table below shows service response times and the latest the Supplier will start corrective measures to the reported incident.

Service Level	Severity level	I16/32 (Indoor kiosk)	S32 (Outdoor kiosk)
<b>Response Time</b>	High	5 min	5 min
<b>Start Incident correction</b>		Immediately	Immediately
<b>Response Time</b>	Normal	1 hour	1 hour
<b>Start Incident correction</b>		8 hours	4 hours
<b>Response</b>	Low	8 hours	4 hours
<b>Start Incident correction</b>		Next day	Next day

Service Level	Severity level	I16/32 (Indoor kiosk)	S32 (Outdoor kiosk)
On-site response time	Normal, Low	48 - 72 hours pending on geography	48 - 72 hours pending on geography
Delivery of kiosk from stock	NA	4 weeks	4 weeks

The table below shows the extent of the services related to the various Service Levels.

Service Level	I16/32 (Indoor kiosk)	S32 (Outdoor kiosk)
<b>Support</b> Service Desk	<b>Support window 08-16 Monday to Friday CET and Saturday and Sunday 10-14 CET.</b> English, German, Italian, Scandinavian, language. Other languages must be clarified. End-user support provided by Customer. Calls after working hours will be charged.	<b>Support window 24/7/365.</b> English, German, Italian, Scandinavian language. Other languages must be clarified. End-user support provided by Supplier.
<b>Service</b>	Defects components are covered by the service. The Customer takes care of replacing defective components with guidance from Supplier at the cost of customer.	Defects components are covered by the service. Supplier takes care of replacing defective components.
<b>Corrective Maintenance</b>	Included	Included
<b>Preventive Maintenance</b>	Optional	Included