

## Support Services Policy

### Scope of Support Services

The scope of the Support Services provided to Partners, through a Litium support agreement with the Customer, includes general assistance and support regarding the services that the Customer has a signed agreement for. This includes installation, use of the service, technical configuration of the services, as well as developer assistance on how to use the services. Litium will provide support services to Partner in accordance with this support services policy and the agreement.

### Scope of On-Call services

The scope of the On-Call Services provided to Partners and Customers, through a Litium support agreement with the Customer, includes general assistance and support regarding the operational state of the Litium Cloud Services that the Customer has a signed agreement for. The On-Call Services handles issues with a Severity Level of Critical or High. This do not include general assistance on the use of the service or developer assistance of the Litium Products. Nor dose it include resolution of any faults or bugs in the Litium Products.

### Scope of Solution monitoring with response actions

Automatic monitoring of listed URLs and keywords provided by the Customer, Litium will contact Partner/Customer by phone and E-Mail on Critical & High priority issues.

### Support Services Offerings

Litium offers three different levels of the Support Services and On-Call Services which are described in the section "Support Levels" of this Support Services Policy, and are subject to the specific terms and conditions set forth therein regarding hours of operation, response times, methods of support and other matters for each Level. Litium shall use commercially reasonable efforts to meet the applicable targeted response times set forth below. Partner and the Customer acknowledges that the time required for resolution of issues may vary depending on the specific circumstances of each problem, including, without limitation, the nature of the incident/problem, and the level of Partner's and the Customer's cooperation and responsiveness in providing materials, information, access and support reasonably required by Litium to achieve problem resolution. Litium addresses problem resolutions through a number of mechanisms. Litium has the preferential rights to re-evaluate the severity level on submitted support requests according to the definition in this policy. All times specified in this policy is in the time zone "Europe/Stockholm" (CET/CEST).

### Support Levels

For all support requests, send an email to [support@litium.com](mailto:support@litium.com) or via our support portal.

In either case, the submission needs to be prior to engaging an Litium resource. Once the appropriate support request is filed, the most optimal method of contact may be utilized (phone, web, email), subject to the applicable Support Level. Severity Level Critical, High and Medium issues must be filed via the web-based support portal. Severity Level Normal issues may be filed via email or the web-based support portal. All email based cases will be treated as Severity Level Low.

Defined Terms:

**"Business Day"** means Monday through Friday other than a day designated from time to time as a national holiday in the place from which Support Services may be provided.

**"Incident"** means a single question or issue posted by a Support Contact using the Support Services.

**“Work order”** means a single task posted by a Support Contact using the Support Services.

**“Support Contact”** means a single named individual that is authorized to contact Litium to make use of the Support Services.

**“Support Engineer”** means a single named individual who is employed by Litium or working on behalf of Litium.

**“Target response”** means the time from when a case has been submitted to the time when a support engineer has made contact regarding the issue reported in the case.

**“Litium Cloud Services”** means the, by Litium, hosted and managed infrastructure services provided to a Customer.

**“Litium products”** means all software, applications, modules, add-ons, code, online services, systems, developed and provided by Litium.

#### *Standard Level*

Normal Hours of Operation: 8.30AM – 5PM

Method: Phone, email or web (Business days 8.30AM – 5PM)

Customer support: No

Partner support: Yes

Availability for Litium services: 99,6%

Features and Functions:

- Litium support

SEVERITY	TARGET RESPONSE
CRITICAL	4 Business Hours
HIGH	1 Business Day
MEDIUM	2 Business Days
LOW	3 Business Days

#### *Gold Level*

Normal Hours of Operation: 24/7/365

Method: Phone (24/7/365), email or web (Business days 8.30AM – 5PM)

Customer support: Yes (5PM-8.30AM off business hours)

Partner support: Yes

Availability for Litium services: 99,8%

Features and Functions:

- Litium support
- Litium On-Call service after business hours

SEVERITY	TARGET RESPONSE
CRITICAL	2 Hours
HIGH	4 Hours
MEDIUM	1 Business Day
LOW	2 Business Days

#### *Platinum Level*

Normal Hours of Operation: 24/7/365

Method: Phone (24/7/365), email or web (Business days 8.30AM – 5PM)

Customer support: Yes (24/7/365)

Partner support: Yes

Availability for Litium services: 99,8%

Extended Features and Functions:

- Litium support
- Litium On-Call service after business hours
- Solution monitoring with response actions

SEVERITY	TARGET RESPONSE
CRITICAL	1 Hour
HIGH	2 Hours
MEDIUM	1 Business Day
LOW	2 Business Days

#### Severity Level Definitions

##### *Critical*

A critical issue is a major production error within Litium services that severely impacts the Customer use of the service or services. Such as

- Services is not functional and no work-around exists
- Loss of access to Litium and its functions
- Severe security issues that affect personal data or business critical data
- Loss of personal or business critical data
- Users unable to complete purchases

Litium will use continuous efforts to provide a resolution for any Critical errors as soon as is commercially reasonable.

##### *High*

A high issue is a production error within Litium services where the customers use of the production service or services function but in a degraded or reduced capacity. Such as

- Services is functional but in a degraded state
- Access to Litium and its function is degraded
- Security issues that don't affect personal data or business critical data
- The possibility to loss personal or business critical data
- Development cannot proceed without work-around that highly affects business

Litium will use continuous efforts to provide a resolution for any High priority error

### *Medium*

A medium issue is an error within Litium services where the customer use of the service or services hinders or affect non-critical functionality but is business critical in the long-term use of the services. Such as

- Non-business critical functions are in a degraded state
- Some or little performance impact
- Minor security issues
- Development can proceed but at a higher cost or with minor difficulties
- The affected services is not in production

Litium will use reasonable efforts to provide a resolution for any Medium priority error

### *Low*

A normal issue is an error where the customer use of the service or services have a low impact on the business. All work orders that are not due to an error related to an issue with higher priority. All inbound email cases will always have an initial status of normal priority. Litium will use reasonable efforts to provide a fix, work-around or assistance to the customer as time allows.