

TARGIT ON-PREM SERVICE LEVEL AGREEMENT

Severity Level	Response Target	Resolution Target*
Severity 1 Production Down	Immediate to 1 hour Business hour	3 Business days
Severity 2 High	Within 2 Business hours	5 Business days
Severity 3 Medium	Within 1 Business day	60 Business days
Severity 4 Low	Within 2 Business days	Subject to release prioritization

“Business hour” and “Business Day” are defined on the last page hereof.

*TARGIT will use reasonable commercial efforts to prioritize and allocate resources to achieve the set targets. The complexity of the incident may, however, necessitate longer resolution times. While we strive to address all concerns in a timely manner, the resolution of issues in our on-prem software is dependant on distribution of a new release. We generally consolidate multiple issues into a release, taking into account the severity of each issue when determining the release timing.

SEVERITY LEVELS

Severity Level	Description	Examples
1	Production Down	TARGIT is inoperable, service is denied, e.g. user access is not possible, a major application failure has occurred, and business processes are halted. There is no immediate workaround available.
2	High	<p>Critical loss of TARGIT functionality. A critical business process dependent on TARGIT is impaired, causing a serious disruption of a major business function. It is causing serious impact on daily functions or processing, and there is no acceptable workaround. For the avoidance of doubt; a workaround is unacceptable if for example (but not limited to) any of the following are true:</p> <ul style="list-style-type: none">- Workaround is very labor intensive or time consuming- Workaround affects transactions that are repeated throughout the day- Customer has to reallocate and/or add staff to accomplish the workaround- Workaround does not address the complete problem
3	Medium	Non-critical problems experienced in TARGIT e.g. minor feature failure impacting multiple users, but the customer is able to access and use TARGIT, and there is an acceptable workaround for the problem.
4	Low	Low system impact issue which does not require immediate attention. This includes cosmetic issues on e.g. dashboards or reports.

CUSTOMER SUPPORT AVAILABILITY AND CONTACT INFORMATION

TARGIT handles all support service operations through our support portal to limit bottlenecks.

	Europe	Americas
Support Portal	Portal.targit.com	Portal.targit.com
Email Address	support@targit.com	support@targit.com
Business day	Monday through Friday, excluding public holidays set out below	
Public holidays	public holidays in Denmark and 5 June, 24 December and 31 December.	US public holidays, including New Year's Eve Day, New Year's Day, Dr. Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve, Christmas Day, Day after Christmas
Business hours on Business Days only	8 – 16 CET/CEST	8-16 EST/EDT