Service level agreement

Outlined below is the specific level of service to be delivered by Nextail and available to customers.

Incident categorization

Issues are categorized based on their impact on business operations and their urgency:

- **Critical (P1):** Production servers or other mission critical systems are down and no workaround is immediately available. System unavailable for all users in the process of scenario launch. All or a substantial portion of mission critical data is at a significant risk of loss or corruption.
- **Severe (P2):** Major functionality is severely impaired. A bug has been detected that prevents the correct functioning of the system and a temporary workaround is available. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.
- **Minor (P3):** Partial, non-critical loss of functionality of the Solution. Impaired operations of some components, but allows the user to continue using the solution.

Definitions:

- **Response Time:** The time within Nextail acknowledges receipt of the incident report.
- **Resolution Time:** The time within which the issue is fully resolved and normal service is restored.

System Availability

- **Standard Uptime:** 99% monthly availability
- **Measurement:** Calculated monthly, excluding scheduled maintenance
- **Scheduled Maintenance:** Performed during off-peak hours with advance notice

Priority matrix and response and resolution times

Issue Type	Description	Response Time	Resolution Target	Target service level
Critical	System unavailable for all users	4 hours	8 hours	95%
Severe	Major functionality impaired	8 hours	1 week	90%
Minor	Partial, non-critical functionality issues	24 hours	1 month	80%

Response Times and Resolution Times (all as defined above) shall be calculated and measured from Nextail's initial receipt (or deemed receipt) of the Error Report during Support Hours. If there are multiple Error Reports in respect of the same Error, such time periods shall be calculated from the first Error Report.

Support & coverage hours

Standard support (all ticket types) operates Monday–Friday, 9:00–17:00 CET, excluding Spanish public holidays.

For business-critical processes (e.g. replenishment or allocation runs), Nextail additionally provides continuity cover on a 24×5 basis (Monday–Friday): if a critical process is blocked outside standard hours, Nextail activates the agreed continuity plan to safeguard service continuity.

Exceptions for eligibility of SLA violation claim

Nextail does not hold any responsibility for the lack of responsiveness or functioning of the system in the case of occurrence of the following:

- Device related issues on Customer side
- Network related issues on Customer side, including insufficient internet speed
- Circumstances beyond Nextail’s control including any political, economic or natural force majeure, disruptions in telecommunication services, any virus or hacker attacks or other like disturbances.
- Third party operational performance that directly affects Nextail’s systems.