

# SLA (Service Level Agreement) for Holm Security's Services

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Applicable as from 1 September 2018

## § 1 General

### 1.1 Parties

These general terms of contract regulate the relationship between the customer ("The Customer") and Holm Security, company name H.O.L.M. Security Sweden AB, Corporate Identity Number 559030-4217, ("Holm Security") applicable to all of Holm Security's services ("the Service")

### 1.2 Introduction

The SLA describes regulation of compensation in the event of interruptions and disturbances in the Service, and also describes the level of service for support.

## § 2 Services

### 2.1 Scope

The following Services are covered by this SLA.

Name of Service:
Network Scanning
Web application Scanning
Fraud Risk Assessment
Premium Support
Monitoring of black-listed mail servers
Monitoring of hacked websites

### 2.2 The Customer's undertaking in connection with demand for reduction of the monthly charge.

Demand for compensation shall be made in writing not later than seven (7) days after the relevant calendar month of the disturbance. Compensation is paid by crediting the amount on the next invoice. Compensation is based on the charge for the month in question. In cases where the Customer is debited at longer than one month's intervals, the payment made is converted to the

equivalent monthly charge. If the Customer is entitled to several compensation payments under this SLA, the compensation that gives the highest amount applies. The Customer is thereby entitled to one (1) compensation payment a month.

It is the Customer's responsibility to provide Holm Security with acceptable basic data showing the disturbance for which the claim for compensation is made, and to a reasonable extent assist Holm Security with troubleshooting. The claim in writing shall be received by Holm Security not later than seven (7) workdays from the end of the relevant calendar month.

Basic data shall comprise the following for each disorder occasion:

- Detailed description of the problem with as exact time as possible.
- Error messages found.
- Description of how the problem caused damage.

### 2.3 Planned maintenance

Planned maintenance that risks deteriorated function of the Service or affecting the availability of the Service, with the exception of the control panel, shall as far as possible be carried out between 23.59 – 06.30 hours (CET). In the case of extensive measures, Holm Security shall notify the Customer before taking the measure. Holm Security furthermore has the right to shut down the Service to remedy or prevent errors without prior warning if Holm Security judges it to be absolutely necessary. Notification of planned maintenance that risks deteriorated function of the Service or affecting the availability of the Service, with the exception of the control panel, shall be given at least three (3) days in advance and is not then counted as a disturbance and is thereby not a basis for compensation.

## § 3 Availability

### 3.1 Scope

Covers all Services.

### 3.2 Type of error

Availability refers to interruptions and disturbances that render the Service unusable.

Examples of disturbances and interruptions:

- Scanning and checks that are not carried out.
- Parts or the whole of Security Center is not accessible.

### 3.3 Compensation levels

Provided that the Customer fulfils his/her obligations, he/she will receive a reduction of the monthly charge under the terms below.

Availability during one (1) calendar month:	Reduction of monthly charge:
Lower than 99.9% but higher than 99.0%	10 %
Lower than 99.0% but higher than 98.0%	25 %
Lower than 98.0%	50 %

## § 4 Monitoring

### 4.1 Scope

The following Services are included.

Name of Service:
Black-listed servers
Compromised websites

### 4.2 Type of error

Checks not carried out against databases that are black-listed and hacked websites.

### 4.3 Levels of compensation

Provided that the Customer fulfils his/her obligations, he/she will receive a reduction of the monthly charge under the terms below.

Number of checks not carried out during one (1) calendar month:	Reduction of monthly charge:
1-4	10 %
5-24	25 %
25 or more	50 %

### 4.4 Exemptions

Holm Security carries out checks against third party databases. If these do not function, which is beyond Holm Security's control, no compensation is paid.

## § 5 Support

### 5.1 Standard Support

For Customers with standard support the following is included:

- Product support from Home Security's 1<sup>st</sup> line support in implementation, maintenance and settings.

The Standard Support is unlimited in time.

### 5.2 Premium Support

For Customers with Premium Support under section 5.1 is included and the following:

- Support, training and consultation from 2nd line support, Customer Success Manager (CS) with deeper knowledge of IT security and technology.
- Advice from IT security specialists concerning current vulnerabilities.
- Quarterly follow-up meetings together with CS. At the Customer's request IT specialists may also be present.

The Premium Support is limited to 8 hours per quarter.

### 5.3 Communication channels

Support takes place through designated telephone numbers and e-mail address.

### 5.4 Scope

The support is limited to the Service.

### 5.5 Opening hours

Holm Security support is open on weekdays 09.00 – 12.00 and 13.00 – 17.00 hours (CET). Support is closed on weekends and public holidays. Notification of any exceptions is given at least three (3) days in advance.