


# APPENDIX I
# TO VCHAIN TERMS & CONDITIONS
# ONE platform - Scope of Support & SLA

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# Customer support and service levels for vchain's ONE platform

This document outlines the scope of support provided by the vchain Support Team in relation to vchain's customer support services. During the term of your active agreement, vchain will provide the following services based on commercially reasonable effort:

• Expert guidance on technical aspects of using vchain solutions

• Troubleshooting of incidents related to system performance and function in customer test and production environment and vchain cloud environments

• Incident triage, communication and closure related to issues raised by customers that are accepted as defects by vchain's product organization

• Troubleshooting connectivity with third party carrier systems

• Communication and update on issues within the standard support process, but not related to product enhancements

• Telephone support access as needed to help resolve issues in the most efficient manner.

• Where needed specific appointments will be made to engage in remote access or online web conferencing sessions using TeamViewer or Microsoft Teams.

This document also covers product performance and product maintenance characteristics. The latest version is available on vchain's website at this location: https://vchain.se/terms-and-conditions in the SLA section.

# Working with Customer Support

There are different types of support cases and classifications of priorities along with multiple ways to contact Support Team, we suggest that you consider the information below to make sure you get the appropriate response based on the impact of your request:

## Classification and Priority levels

vchain defines incident priority based on the severity of the issues that are encountered. If you feel your incident is not classified in the correct manner, we encourage you to get in touch with us via the local support line number +46 40 30 7400.

## Classification

The classification that will be assigned to the case is based on the following definitions:

### 1. Incident

An unplanned interruption to your vchain solution or a reduction in the quality of its services or uptime.

### 2. Service Request

A request for information, advice, a standard change, or access to your existing vchain solution.

### 3. Question

A question about product or price.

# Priority

## Priority 1

With no workaround, where the use of a critical system is impossible in the production environment, or severely risks critical business operations (e.g., label print, business critical API's, business critical web services, and business critical data exports).

## Priority 2

With no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, operation can continue in a restricted fashion.

## Priority 3

Where there is a moderate loss or degradation of services, but work can reasonably continue in an impaired manner.

# Logging of Support Cases

To open a ticket, specify the priority in the subject line together with a brief description of the case, e.g. Priority 1: <Search button not functioning>.

For Priority 1 Incidents we recommend using our email support@vchain.se, and then calling us directly at

+46 40 30 7400. That way you shall quickly access a qualified support engineer, and they will have the summary ready on the ticket you created thought the email.

Regarding ongoing incident progression there are various ways to continue the dialogue including:

• Telephone and email for day-to-day communications.

• Escalation support via telephone & email as needed.

• Remote technical support sessions as agreed.

Priority 1 and 2 incidents will be reviewed in daily stand-up calls within the support teams and during this process incidents are escalated or de-prioritized based on status and actions. It is important to maintain the communication cadence to ensure the incident is not de-prioritized.

Communication must be bi-directional and timely to ensure that the ticket priority and status is maintained. If an incident is not commented on by the submitting client to pending 3 reminders after the last update in 5 working days, the ticket may be closed.

When a priority 1 incident has been confirmed, vchain support will treat a priority 1 incident above all other lower priority rated incidents, until an immediate solution or workaround is identified to resolve the issue or to reduce the urgency and impact (priority). If no immediate solution or workaround is identified, then the Priority 1 incident will be escalated to our advanced support groups for best available ownership.

# Customer Support level

Table 1: vchain customer service

| SLA Type | Category | Metric | UOM | Target value | Priority | Justification of priority |
|---|---|---|---|---|---|---|
| Tech | Operational support, Tech support | Responding to issue with transport booking (either technical or content) not allowing the booking | min | 10 | 1 | No work around, critical service function |
| SLA - ops | Operational support: Response Time and Latency | Processing time for a booking request and labels generation for Standard transport booking | min | 15 | 2 | Major functionality/service affected; can continue in a restricted manner. |
| SLA - ops | Operational support: Response Time and Latency | Time to provide booking options for Ad-hoc Express Road service | min | 60 | 2 | Major functionality/service affected; can continue in a restricted manner. |
| SLA - ops | Operational support: Response Time and Latency | Time to provide booking options for Ad-hoc Air/Ocean service | day | 1 | 2 | Major functionality/service affected; can continue in a restricted manner. |
| SLA - ops | Operational support: Response Time and Latency | Phone call response time | minutes | 2 | 3 | Moderate loss or degradation of services. |
| SLA - ops | Operational support: Response Time and Latency | Inquiry response time through ONE platform chat functionality | minutes | 5 | 3 | Moderate loss or degradation of services. |
| SLA - ops | Operational support: Response Time and Latency | Setting up a new user in ONE/Purchase platform | minutes | 30 | 3 | Moderate loss or degradation of services. |

## 3. Scope of Support

The scope of support outlines what is included and excluded within the standard service provided by vchain support and is provided to those customers with a valid support & maintenance contract

### 3.1 Included within the Scope of Support

• System advice and guidance.

• Adjustments to standard configurations/integrations.

• Break/Fix of Incidents with root cause within the vchain platform.

• Troubleshooting warnings, errors, and exceptions

• Validating product and carrier configurations.

• Providing guidance on how to access new releases, patches, and internal builds.

• Insights and clarification on specifications and pre-requisites of our platform

• Updates to carrier configurations instigated by the carriers.

• General questions & documentation for Product APIs.

• Root cause analysis of Incidents P1 and P2 on the vchain platform.

• Incident reports for Incidents P1 and P2.

## 3.2 Improvements excluded from the Scope of Support

• Adding new carrier connectivity (from library or new development).

• Adding new actors, locations, integrations, or test environments.

• Creation or adjustments of custom price calculation, shipping rules or checkout

options.

• Move/re-install On-premises solution or migration to other Book & Print solution.

• Maintenance of customer SQL, local backups, disk space maintenance, log cleansing.

• Troubleshooting of customer hardware which includes (but not limited to): Printers, scanners, wrappers, scales, or PDA's.

• Projects & Consultancy related to new 3rd party systems implementation, organizational restructuring leading to process modifications, routine onboarding of new employees etc.

## 3.3 Systems and applications excluded from the Scope of Support

• Troubleshooting of third-party environments, hardware, or systems.

• Break Fix of customer network or gateway configurations, blocking or restoring communication.

For areas that fall outside the Scope of Support, we recommend that you consult with our Customer Support Team for guidance. If you do not have regular contact points at vchain and want help in this regard, please raise a Service Request through our email or phone and we will facilitate the conversation for you.

Where possible, vchain will resolve the issue within its own means and capabilities. However, at times it may be needed to run shared desktop sessions to troubleshoot the issue in detail.

# 4. Product use, maintenance and life cycle

## 4.1 Service levels and availability of the product services

Availability of the vchain platform shall as a minimum meet the Service uptime provided in Table 2. Vchain provides a catalogue of web services and APIs hosted by vchain.

Table 2: Technical Metrics

| SLA Type | Category | Metric | UOM | Target value | Priority | Justification of priority |
|---|---|---|---|---|---|---|
| Tech | Technical: System Availability and Uptime | Service uptime | % | 99 | 1 | No workaround, critical system function. |
| Tech | Technical: System Availability and Uptime | API call limit per minute | call/min | 400 | 2 | Major functionality/service affected; can continue in a restricted manner. |

## 4.2 SLA Measurement

Measurment of availability and performance is subject to the following specifications:

### Technical: System Availability and Uptime

vChain monitors Service uptime by submitting regular requests to check whether the service is live. The Uptime is calculated as the percent of successful requests from the total number of requests made. Planned maintenance is excluded in calculating Service uptime.

### API Call limits

To maintain a high level of availability and provide superior quality of service, Vchain limits the API call usage per endpoint. A certain number of requests are allowed per minute according to table 2. If the Customer requires a higher limit, it may be subject to a special subscription plan. Shall the Customer exceed the daily limit or otherwise abuse the service, the API may stop working temporarily. If the Customer continues to exceed this limit, the Customer's access to the vchain API may be blocked until subscription rules modification along with special subscription plan.

## 4.3. Load testing

Load and performance testing in vchain's production environment done by the Customer is prohibited. Exceptions might be granted after special agreements with vchain in advance.

Please apply for approval in good time before the test(s) takes place, at least 10 days. Not notifying vchain of such tests, might result in the temporary disabling of the Customer's account.

## 4.4. Maintenance

All maintenance of the vchain platforms is attempted to be completed with maximum downtime of 2 hours. Planned maintenance that requires downtime is communicated at least 2 days prior.

vchain has the right to perform emergency maintenance to ensure general availability and adequate security levels of the vchain platforms within a shorter notification period.

## 4.5. Product End-of-Life Policy

Products reach the end of their product life cycle for several reasons. These reasons include market demands, technological innovation and development driving changes, or the products simply mature over time and are replaced by new technology.

While this is an established part of the overall product life cycle, vchain recognizes that end-of-life milestones often prompts Customers to review the way in which such milestones impact the vchain products in their environment. vchain End of Life Policy applies to hardware, software, and services, including subscriptions, and offers that combine any of the foregoing.

External notification will be sent via the provided in the agreement service email address.