

Service Level Agreement (Software and Managed Services)

1. Purpose and Scope

1.1. Service Level Agreement (“SLA”) regulates the service level received by the contracted party (“Customer”) from Episerver for the ordered subscription (“Subscription”) as defined in Customer’s Master Services Agreement (“MSA”) or Managed Master Service Agreement (“MMSA”) (collectively “Agreement”). Terms defined in the Agreement, including the End User Service Agreement (“EUSA”), which are capitalized terms, shall apply within this SLA.

1.2. Customer acknowledges that this SLA regulates the service level received by Customer in respect to the Service delivered through Customer’s Subscription including hardware infrastructure, network infrastructure, guest operating systems and baseline technologies needed to operate the Software Service.

1.3. This SLA is built around processes and industry standards. This means that all Customers are supported in the same way and processes and clauses below cannot be customized or amended to fit a specific Customer’s unique requirements.

2. Supported Services

Episerver SLA support Services defined below. If an Episerver Service is not listed below it is not supported by this SLA.

2.1. Software Services supported by this SLA are:

Software Services	
Customer-Centric Digital Experience Platform	Content Cloud
	Commerce Cloud
Search & Navigation	
Visitor Intelligence	
Social Service	
Marketing Automation	
Personalization Services	Product Recommendations
	Content Recommendations
	Email Product Recommendations
	Personalized Search & Navigation

2.2. The Managed Services supported by this SLA are:

Managed Services	
Hosted Services	Everweb Hosting
	Ektron Hosting

3. Definitions

	Name	Definition
3.1	Applicable Monthly Service Fees	All fees stipulated and set forth in the Agreement. While Software Service fees are expressed in monthly terms in Section 1 of MSA, MMSA or Order, billing, invoice and payments will be done on an annual and in advance basis.
3.2	Applicable Monthly Period	For a calendar month, the number of days that You are a subscriber of a Subscription during that month.
3.3	Availability	The availability metric set forth in MSA, MMSA or Order that Episerver agrees to meet in the delivery of the Service. Availability is measured with two (2) decimals, for example 99.90%
3.4	Business Day	Every day from Monday to Friday except 1) if Customer primary business is domiciled in the Americas - Public / Federal holidays in the United States of America, 2) if Customer primary business is domiciled in Europe, Africa or the Middle East – Public holidays in Sweden and Germany, or 3) if Customer primary business is domiciled in Asia-Pacific, including Australia and New Zealand – Public holidays in Australia.
3.5	Change	Any change to the infrastructure managed by Episerver, which has or may influence the Service or on the infrastructure of Customer, its Affiliates, contractors, business partners or customers.
3.6	Customer	The party that consumes Services per agreement with Episerver.

3.7	Designee	Customer's Affiliates' employees, consultants, contractors or agents who are authorized to use the Service and have been supplied a user identification and password by Customer (or by Episerver at Customer's request).
3.8	Excessive Bandwidth	Is defined as unusually high average bandwidth usage per pageview for a digital marketing or digital commerce website, that may materially interfere with Episerver customer service or drive significantly higher than usual costs for Episerver. This includes, but not limited to: successful DDOS attacks, misuse of the Service (e.g. as a filesharing platform or for cryptocurrency mining, significantly inefficient implementation and/or requesting large external resource on every request without caching) and is further defined by a value that is 10x (1000%) more than peak value. Peak value is a value that will be measured against normal pageviews using historical pageview data that is specific and unique to Customer. Excessive bandwidth also includes use of the Service Desk ten (10) times more than Episerver Customers with a similar solution as Customer, as reasonably determined on an objective basis by Episerver.
3.9	Exit Assistance Service	Those services described in the Exit Plan to be performed by Episerver for the purpose of migrating Customer owned data to Customer or to a successor service provider chosen by Customer upon the expiration of termination of this Agreement.
3.10	Exit Plan	The written plan agreed by the parties pursuant to Section 12 for provision of Exit Assistance Services by Episerver.
3.11	Incident	Any event which is not part of the standard operation of the Service and which causes or may reasonably be expected to cause, an interruption to, or a reduction in the quality of, the Service.
3.12	Launch	Making the Service fully available to its end-users through its Service production environment.
3.13	Managed Service	Means the proactive management of an Episerver software solution on behalf of Customer as defined in an MMSA and/or Order, for example Episerver Commerce or Episerver CMS.
3.14	MSA and MMSA	Master Service Agreement ("MSA") or Managed Master Service Agreement ("MMSA") is the contract reached between Episerver and Customer, in which the parties agree to the terms that will govern future transactions or future agreements. The master agreement permits the parties to quickly negotiate future transactions or agreements, because they can rely on the terms of the master agreement, so that the same terms need not be repetitively negotiated, and to negotiate only the deal-specific terms.
3.15	Problem	Means the unknown root cause of one or more Incidents.
3.16	Security Incident	Means (i) a material violation or imminent threat of violation of security policies, acceptable use policies, or standard security practices .that materially compromises either the security, confidentiality or integrity of Customer Data (as such term is defined in the EUSA) or Confidential Information (as such term is defined in the EUSA) of Customer or the physical, technical, administrative or organizational safeguards put in place by Episerver that relate to the protection of the security, confidentiality or integrity of Customer Data or Confidential Information of Customer.
3.17	Security Vulnerability	Is a flaw or weakness in a system's design, implementation, or operation and management that could be exploited to violate the system's security policy.
3.18	Service	Means either the Software Service or Managed Service provided by Episerver.
3.19	Service Credit	Is the percentage of the Applicable Monthly Service Fees awarded to Customer following Episerver's claim approval.
3.20	Service Desk	Episerver Service Desk is the primary contact between Customer and Episerver. The Service Desk handles all Incidents, Problems and Service Requests for all Customer Service.
3.21	Service Request	Is defined as industry standard tasks that periodically arise with Customer's use of the Service, which relate to an agreed lead time between Customer and Episerver ("Service Request"). Example of Service Requests include, but are not limited to, changes in Episerver Services platform configuration, deployment of new or edited code, and change of password. Service Requests are handled by Episerver Service Desk at the commencement of the Order(s).
3.22	Service Level Agreement (SLA)	Regulates the service level received by the contracted party ("Customer") from Episerver for the Subscription as defined in Your MSA, MMSA, or Order.
3.23	Service Level Objective(s) (SLO)	SLOs defines Episerver targets that we strive to accomplish, and they are based on industry standards and best practices.
3.24	Software Service	Means the cloud-based software services provided by Episerver to Customer as defined in an MSA and/or Order as part of Customer's Subscription, each subject to the applicable EUSA.



3.25	Subscription	Means all Software Service specified in any Order(s) to be made available pursuant to the terms and conditions of this Agreement by Episerver to Customer during the term of this Agreement.
3.26	Third-Party Products	Customer or User may install or enable application or service for use with Services which are not provided by Episerver, for example, third-party products, services, applications, code, websites, components (including open-source components Customer may install through Nuget or found here), functionality and other services ("Third-Party Products"). Any use by Customer of Third-Party Products, and any exchange of data between Customer and Third-Party Products, is solely between Customer and the third-party provider. Third-Party Products are not considered Services.
3.27	Third-Party Providers	Means those certain third-party providers that offer products and services related to the Service, including implementation, customization, and other consulting services related to Customer's use of the Service and applications (both offline and online) that work in conjunction with the Service, such as by exchanging data with the Service or by offering additional functionality within the user interface of the Service through use of the Service's application programming interface. For the avoidance of doubt, third-parties engaged by Episerver as subcontractors or otherwise for the performance of its obligations under this Agreement shall not be considered ("Third-Party Providers").
3.28	Third-Party Sites	To the extent that Customer requests or otherwise causes the Services to be integrated with or make use of data from third-party websites, Customer agrees Episerver does not have control over the terms of use, privacy policies, operation, intellectual property rights, performance or content of any third-party sites ("Third-Party Sites").
3.29	Users	Customer's and its Affiliates' employees, consultants, contractors or agents who are authorized to use the Service and have been supplied a user identification and password by Customer (or by Episerver at Customer's request).
3.30	Work-around	A method of avoiding an Incident or Problem, either from a temporary fix or from a technique that means that Customer and its Affiliates are not reliant on a particular aspect of the Service that is known to have a problem.

4. General SLA Terms

Episerver will make every reasonable effort to ensure maximum availability of the Service allocated for Customer.

4.1. **Service Level (SLA Availability)** - Unless otherwise stated in this SLA, these general terms shall apply:

4.1.1. Episerver is not responsible for the lacking availability that is due to a fault in Customer's customizations of Episerver's software or other excluded downtime in accordance with Sections 5.1.5, 5.3 and 5.4.

4.1.2. Customer shall not knowingly or willfully use Services in any manner that could damage, disable, overburden, impair or otherwise interfere with Episerver's provisioning or support of Services. Customer shall be responsible for maintaining the security of the Customer's account passwords. Episerver and Customer agree to make every reasonable effort to prevent unauthorized third-parties from accessing the Services. Customer shall be held with joint and several liability for all acts and omissions of its Users. Episerver has the right to turn-off or deny Launch of the Service or interrupt the provision of the Service if Customer's components, customizations of Episerver Service, software, products or equipment of a third-party does not follow the [Fair Use Policy](#). Service Credits in accordance with Section 6.1 will not be paid under such circumstances. Episerver strives to give notice as reasonable possible in such event described below:

4.1.2.1. Episerver may suspend Customer and User's access to any or all Services for: (i) use of the Service in a way that violates applicable local, state, federal, or foreign laws or regulations or the terms of this Agreement, (ii) use of Episerver email send services that results in excessive bounce-backs, SPAM notices or requests for removal from a mailing list by recipients, (iii) Customer violates Section 1.1, 2, 3 or 8 of the EUSA. or (iv) repeated instances of posting or uploading material that infringes or is alleged to infringe on the copyright or trademark rights of any person or entity.

4.1.2.2. Episerver will provide Customer with notice of non-payment of any amount overdue with no less than thirty (30) day notice. Unless the full amount of undisputed fees has been paid, Episerver shall then give final notice of non-payment, and may suspend Customer access to any or all of the Services ten (10) days after such final notice. Episerver will not suspend the Service while Customer are disputing the applicable charges reasonably and in good faith and are cooperating diligently to resolve the dispute. If a Service is suspended for non-payment of undisputed fees, Episerver may charge a re-activation fee consistent with industry standard to reinstate the Service.

4.1.2.3. If Customer's website, or use of the Service: (i) is being subjected to denial of service attacks or other disruptive activity, (ii) is being used to engage in denial of service attacks or other disruptive activity, (iii) is creating a Security Vulnerability for the Service or others (such as exposing Episerver's IP net), (iv) is consuming Excessive Bandwidth, or (v) is causing harm to Episerver or others, then Episerver may, with electronic or telephonic notice to Customer, temporarily suspend all or any



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access to the Service. Episerver will try to limit the suspension to the affected portion of the Service and promptly resolve the issues causing the suspension of the Service.

4.2. Customer's right to bring any claims due to a lack of availability is limited to that aforementioned in Section 4.1.

5. Service Level Metric

Episerver Service Level Metric for Subscription(s) is Availability. Specific levels of Availability may be on the Subscription or specific Service, which are defined in the Order(s), as applicable.

Availability is calculated thus; Episerver take the minutes that a Service was down (in a certain time frame) and divides by the total minutes the Service was being monitored during that time frame. The result is the downtime percentage, which is then subtracted from 100% to get the uptime percentage.

5.1. Availability Calculation

Availability is calculated per Applicable Monthly Period according to the following formula:

UD (unplanned downtime)

Availability = 100% - _____

T (Launched time)

Example - Episerver monitored a Subscription with a Service running during a full calendar month consisting of 30 days and hence 720 hours (which translates to 43,200 minutes), and in that timeframe, the Service had unplanned downtime for 20 minutes. To define the uptime and unplanned downtime percentages, we perform the following calculation:

- Total number of minutes Customer's Subscription had unplanned downtime: 20 minutes.
- Total number of minutes Customer's Subscription was launched: 43,200.
We divide 20 by 43,200, which is 0.00046.
In percentages, this is 0.046%. This is the unplanned downtime percentage.
- The Availability percentage for this Subscription would be: 100% minus 0.046% = 99.95%.

5.1.1. **Unplanned downtime (UD)** - Time in minutes the Service is unavailable not counting exclusions defined in Sections 5.1.5, 5.3 and 5.4. Unplanned downtime is calculated on a cumulative basis for the Applicable Monthly Period. For example, Four (4) unplanned downtime periods of Five (5) minutes each will be cumulated to Twenty (20) minutes for the Applicable Monthly Period.

5.1.2. **Unplanned downtime calculation** - Unplanned downtime is calculated from the point when either Episerver monitoring systems alert or Customer informs Episerver that the Launched Service is unavailable to the point when the availability has been restored.

5.1.3. **Launched time (T)** - The number of minutes in the Applicable Monthly Period after a Service was Launched and before the Service was decommissioned, or Subscription was terminated.

5.1.4. **Method of Measurement** – Service is “checked” once every minute after a Service is Launched. One (1) minute of downtime will be recorded for each “check” that measures the Service as not being available. These “checks” do not count against the agreed level of pageviews defined in Customer agreement.

5.1.5. **Exclusions of unplanned downtime** - Below defined components of unplanned downtime are excluded from the calculation of Availability for the Subscription.

5.1.5.1	Custom code and configuration	Unplanned downtime does not include lack of availability caused by customization of the Service by Customer and/or its Designee.
5.1.5.2	Emergency Downtime	Unplanned downtime does not include Emergency Downtime of the Service. See Section 5.4 for details.
5.1.5.3	Lack of assistance	Unplanned Downtime does not include time during which Episerver requires Customer's or Designee's assistance and Customer or Designee is either not available or not able to assist Episerver in solving the Incident(s) or Problem(s).
5.1.5.4	Not applying Episerver software patches	Unplanned downtime does not include lack of availability caused by not applying Episerver software patches released by Episerver. Clause only applies to the following Services: <ul style="list-style-type: none">• Digital Experience Cloud Software Service• Episerver Managed Service



5.1.5.5	Scheduled Downtime	Unplanned Downtime does not include Scheduled Downtime of the Service. See Section 5.3 for details.
5.1.5.6	Third-Party Products, Third-Party Providers and other third-party services	Unplanned downtime does not include lack of availability caused by Third-Party Products, Third-Party Providers and other third-party services, except for third-party products and services provided by Episerver defined in Section 7.1.
5.1.5.7	Solution Components	Unplanned downtime does not include lack of availability caused by non-compliance with Episerver software or third-party products and services per Episerver Nuget Feed found at https://nuget.episerver.com/

5.2. **Service Monitoring** - Episerver monitors the availability of all Service covered by the SLA, in case the Service is unavailable, the monitoring system sends an alert to the Service Desk. The Service Desk will act per the SLA between Episerver and Customer. Monitoring is applied 24 hours per day from the time of Launch of Service, with the exception of events described in Section 5.3.

5.3. **Scheduled Downtime**- Downtime classified as Scheduled Downtime is subtracted from the agreed availability of the Subscription.

5.3.1	Episerver product patches	Such patches are applied based on schedule set by Customer and/or its Designee. Clause only applies to the following Services: <ul style="list-style-type: none"> • Digital Experience Cloud Software Services • Episerver Managed Services
5.3.2	Planned maintenance	For larger maintenance work affecting the Service, Episerver will announce the scheduled downtime at least 10 business days in advance. Episerver strives to perform planned maintenance outside of normal business hours for the region where such maintenance is planned to take place. Region may be defined in the Order, MSA or MMSA.
5.3.3	Service deployments	Deployments requested by Customer or Designee may cause the Service to be unavailable for a brief period.
5.3.4	Change requests	Customer requested changes to the Subscription or Service, which require downtime of the Software Service.
5.3.5	Manual web app restarts	Restarts [triggered initiated] manually from the PaaS portal.
5.3.6	Manual cache purging	Cache purging [triggered initiated] manually from the PaaS portal.

5.4. **Emergency Downtime** - In case of an emergency, Episerver claims the right to schedule downtime without notice (Episerver strives to provide notice if deemed possible). An emergency is an extraordinary occurrence where Episerver is forced to shut down the Service or degrade performance of the Service due to the unacceptable use of the Service. Downtime classified as Emergency Downtime is subtracted from the agreed availability of the Subscription.

5.5. **Notifications** - Announcements of Scheduled Downtime, Emergency Downtime and general incidents affecting Episerver Services are made at [Episerver Status Page](#). Customer may subscribe to information published on the Status Page. Notifications can be made available over email or SMS among other options. Further Customer has a right to copies of log files that show Customer's use and consumption of Services, as well as other statistics that fees are based on. Log files are saved by Episerver for no less than sixty (60) days after the issue date of the invoice.

Note: It is Customer that has responsibility for subscribing to notifications from the Status Page.

5.5.1. **Customer specific notifications** - Notifications related to Customer's specific solution can be made available over phone, email or SMS. Notifications are communicated to Customer technical contact defined in onboarding process form unless otherwise agreed in writing.

6. Software Service Compensation

6.1. **If availability falls below the Service SLA** - The Customer has the right to obtain a Service Credit for the affected Subscription. The Service Credit shall correspond to ten (10) percent of the applicable monthly service fees for each interval of one (1) hour (calculated on a cumulative basis) that the effective availability falls below the SLA for the affected Subscription. For example, if there are thirty (30) days in the month, and the SLA is 99.90% (719h and 17 minutes out of 720 possible hours), should actual availability be only 719 hours and 16 minutes, the monthly fee will be reduced 10%. The Service Credit is limited to the actual month when the agreed availability level has fallen short. This Service Credit shall be Customer's sole remedy for interruption or delay in Service supplied by Episerver, except Section 6.2 below.

Based on 720h period the following applies for an SLA level of 99.90%. If Customer has other levels of SLA the same mathematics apply:

Service credit level in %	Service level period in minutes
0%	720h down to 719h17m (43 minutes downtime)
10%	719h16m to 718h17m. (60m increment)
20%	718h16m to 717h17m. (60m increment)
30%	717h16m to 716h17m. (60m increment)
40%	716h16m to 715h17m. (60m increment)
50%	715h16m to 714h17m. (60m increment)

The total credit for the period can become up to 50% of the monthly fee for the Service affected.

6.2. **Breach of SLA** - In the event Availability falls below agreed SLA minus 0.20% for three (3) consecutive months during a twelve (12) month period, Customer shall, after giving Episerver 30 days to rectify the situation, be entitled to terminate this Agreement for breach upon written notice to Episerver with no further liability, expense, or obligation to Episerver and shall receive a pro rata refund of any pre-paid unused fees. For avoidance of doubt; If the agreed SLA level is 99.90%, Customer is entitled the right to terminate contract if SLA level falls below 99.70% for three consecutive months after giving Episerver 30 days to rectify the situation.

6.3. **How to claim a Service credit** - For Customer to have the possibility to be awarded a Service Credit from Episerver Customer must contact Episerver and make claim for such Service Credit. Due to the complexity of The Service and its included components and support systems, Episerver has no ability to create an automated system for notification of Service Credit Awards. All Service Credit claims must be submitted to support@episerver.com.

6.4. **Service credit claim period** - Customer's claim for a Service Credit in accordance with Section 6 shall be made at the latest thirty (30) Days after the end of the period for which the reduction is sought. For example; If the Service Credit is sought for the period of July, Customer's claim must be made available for Episerver latest August 30th.

6.5. **Reimbursement** - Service Credits awarded by Episerver to Customer's will be made available in the following ways:

- 6.5.1. **Primary solution** - Service Credit is primarily made available as a credit on the next invoice to be paid by Customer to Episerver.
- 6.5.2. **Secondary solution** - Service Credit is secondarily made available as a refund to be paid by Episerver to Customer. All payment details must be made available for Episerver at the same time as such claim is made by Customer after confirmation that Service Credit has been awarded by Episerver to Customer.

6.6. **Production environments only** - Service Credits only apply to Production environments provided with the Service. Non-Production environments are excluded from possible Service Credit award.

6.7. **Sole remedy** - Service Credits awarded by Episerver to Customer are adjusted to apply to Applicable Monthly period. The Service Credit is limited to the actual month when the agreed availability level has fallen short. This Service Credit shall be Customer's sole remedy for interruption or delay in Service supplied by Episerver under this SLA. However, Customer's claims under the Agreement or EUSA shall not be limited by this Section.

6.8. **Reservation** - Episerver reserves the right to deny any claim for Service Credit at any time if Customer has failed to pay any outstanding undisputed invoice to Episerver as and when it was due.

7. Infrastructure and Data

7.1. Customer's Services may include infrastructure, services and/or code that are considered to be a part of the Service, however constructed by a third-party ("Infrastructure Software / Services"), for example Microsoft Azure™, or content delivery network provider.

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Infrastructure Software / Service distributed with Services, respective terms and conditions, are defined within the – <https://www.episerver.com/legal/episerver-dxc-providers>.

7.2. Episerver disclaims responsibility, liability, warranty and support for any Third-Party Products including any disclosure, modification or deletion of Customer Data, data privacy or protection violations resulting from access by Third-Party Products except as specified in an Order(s). In no case are such Third-Party Products Episerver subprocessors. Further, Episerver disclaims all responsibility, liability, warranty or support for any Third-Party Sites or any information collected from Third-Party Sites and any damages or other harm whether to Customer or end users. Third-Party Sites include but are not limited to, Facebook™, Instagram™, LinkedIn™, Twitter™ and Google™. In no case are such Third-Party Sites Episerver subprocessors.

7.3. Notwithstanding anything to the contrary, Episerver may monitor Customer's use of Services and use Customer Data, defined as **Use and Performance Data**, in an aggregate and anonymous manner, compile statistical and performance information related to the provision and operation of the Services, and may make such information publicly available, provided that such information does not incorporate Customer Data or identify Customer's Confidential Information and such information is used solely for the purposes for the upkeep or improvement of Service. Episerver retains all intellectual property rights in such statistical and performance information, as well as enrichment data provided by Episerver, including data Episerver makes available to Customer as part of the Services, data Episerver obtains from public or third-party sources.

7.3.1. **"Use and Performance Data"** shall mean de-identified transactional and performance data generated by Episerver's instrumentation and logging systems used to monitor use and performance of Services, but does not include Customer financial or operational data or any other Confidential Information of Customer, including any other data, text, materials, information or other content uploaded, submitted, transferred, transmitted or otherwise provided or made available to, or posted on, the Services by or on behalf of Customer, its authorized users and customers.

7.4. Customer may require Episerver development license(s) for Customer Web Site(s). Use of Episerver development license(s) are subject to the packaged Episerver EULA and do not qualify for any support under this SLA.

8. IT Service Continuity Management

8.1. **Backup copying and loss of data** - Episerver takes the responsibility that backup copies of the data files and the databases included in the Service are made on a daily basis. Episerver takes the responsibility that such backup copies are saved with Episerver for thirty-five (35) days. Thereafter Episerver does not take any responsibility for the backup copied information.

8.1.1. **Additional backup** - If Episerver shall take responsibility for the backup copying of other data and/or to any other extent than that stated in the Service, such obligation shall be specifically agreed in writing between Episerver and Customer.

8.1.2. **Responsibility for loss or distortion of data** - Over and above the responsibilities that Episerver has taken on in accordance with the Service and Section 4.1.1 of this SLA, Episerver does not take any responsibility for any loss or distortion of information/data.

8.1.3. **Uploaded files**- Files uploaded to the applicable Software Service are not backed up as a part of this process. The underlying Blob Storage is disaster resilient as it is replicated both within the primary data center and to a geo-redundant location.

8.1.3.1. Restoration of a deleted file - Due to the nature of Episerver Digital Experience Cloud Service, if a file has been intentionally or unintentionally deleted from the Primary blob storage it will be deleted in near real time from the replicated locations also. The only way to restore a deleted file is to restore it from the Content Management System's internal recycle bin if the CMS has been correctly configured by Customer or Customer Designee.

8.2. **Disaster Recovery** - In the event of a Service outage within a data center, Episerver will work to restore the Service based on a service request. When Customer opens a "restore"-ticket with the Service desk, the Service is restored to the most recent backup where applicable. Episerver will first look to restore the Service within the primary data center. If the data center is permanently unavailable, the paired data center will be utilized.

8.3. Recovery Point Objective (RPO)

8.3.1. **Digital Experience Cloud Service** - For Episerver Digital Experience Cloud Service, RPO is ten (10) minutes for content.

8.3.2. **All other Episerver Services** - For all other Episerver Services, RPO is twenty-four (24) hours.

8.4. **Recovery Time Objective (RTO)** - See Section 10 for Service Level Objectives.

9. Service Desk & support level details

9.1. Service Desk details.

Episerver Service Desk is the primary contact between Customer and Episerver. The Service Desk handles all Incidents, Problems and service requests for all Customer Services.



Service Desk Contact Information

E-Mail: support@episerver.com Web: https://support.episerver.com/	Phone (AUS): +61 280 363 161 Phone (DACH): +49 30 76 80 78 0 Phone (SWE): +46 8-555 827 50 Phone (UK): +44 (0) 800 066 4784 (Toll free) Phone (US): +1-888-726-8127 or +1-877-383-0885 (Toll free)
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9.2. Support level details

Episerver has different levels of support, depending on Customer needs. These levels are defined in the table below. Customer agreed support level is defined in MSA, MMSA or Order Form.

Support level	Support Hours of operations	Way of contacting Episerver	Applicable Region zone	Incident & Problem handling	Request handling
Standard support level	12/5 Business Days 8am to 8pm are the supported hours in CET/EST/AEDT.	Web portal or Email only applies. Service over phone is not included in support level Standard.	The time zone in region where Master Application is hosted applies. Weekends and holidays are excluded from support.	If initial target response time falls within the agreed support hours, target resolution time applies per Sections 10.1 and 10.2. If initial target response time falls outside of agreed support hours, target resolution is postponed until upcoming Business Days. This does not apply to P1 Incidents and Problems. They will always be handled 24/7/365.	If initial target response time falls within the agreed support hours, target resolution time applies per Section 10.
Extended support level	24/5 Business Days	Email, Web portal or Phone applies.	The time zone in region where Master Application is hosted applies. Weekends and holidays are excluded from support.	If initial target response time falls within the agreed support hours, target resolution time applies per Sections 10.1 and 10.2. If initial target response time falls outside of agreed support hours, target resolution is postponed until upcoming Business Days. This does not apply to P1 Incidents and Problems. They will always be handled 24/7/365.	If initial target response time falls within the agreed support hours, target resolution time applies per Section 10.
Enterprise support level	24/7/365	Email, Web portal or Phone applies.	All regions apply. Weekends and holidays are included.	Per Sections 10.1 and 10.2	Per Section 10.3

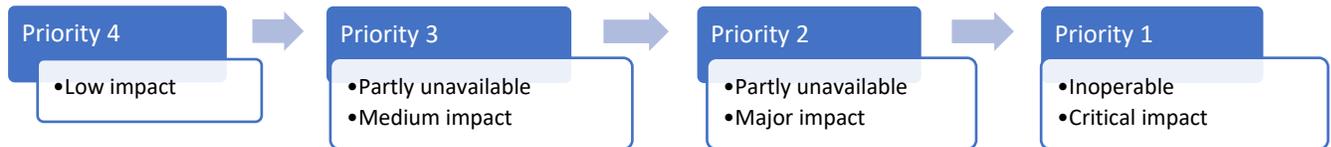
Note: Security Incidents are always handled 24/7/365 regardless of agreed support level.



10. Episerver Support Service Level Objectives

Episerver Support work with Service Level Objectives. These SLOs define Episerver objective targets and based on Industry Standards and Best Practices.

10.1. **Incident Management** - When an incident is reported to the Service Desk it is always categorized and prioritized. The Service Desk uses four levels of prioritization:



When Customer or its Designee report an Incident, they have the option to categorize the Incident as P1 to P4 but if Episerver finds that this classification does not follow industry standard Episerver has the option to re-categorize the Incident and will apply prioritization based on this categorization.

10.1.1. **Priority 1 Incident (P1)** - Customer Service is inoperable.

Target Initial Response Time	Target Resolution Time	Reason for Outage (RFO) Time
Within 30 Minutes	2 Hours	5 business days.

Note: RFO Report will only be supplied (upon request) if the defined SLA level is expected to be breached or has already been breached.

Critical production issue that severely impacts Customer's use of the Service. The situation halts business operations and no procedural workaround exists.

- Service is down or inoperable.
- Security incident requiring site blockage or stoppage to contain a potential or suspected threat.

Priority 1 issues require Customer and / or Customer Designee to have dedicated resources available to work on the issue on an ongoing basis with Episerver.

10.1.2. **Priority 2 Incident (P2)** - Customer Service with major functionality severely impaired.

- Service can continue in a restricted fashion, although long-term productivity might be adversely affected.
- A major milestone is at risk. Ongoing and incremental installations are affected.

Target Initial Response Time	Target Resolution Time	Reason for Outage (RFO) Time
Within 1 Hour	4 Hours	Not available

Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of business operations and no reasonable workaround exists.

- Service is operational but highly degraded performance to the point of major impact on usage.
- Important features of Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

10.1.3. **Priority 3 Incident (P3)** - Customer Service has partial, non-critical loss of functionality of the software.

- Impaired operations of some components but allows Users and/or Customer to continue using the Service.
- Initial installation milestones are at minimal risk.

Target Initial Response Time	Target Resolution Time	Reason for Outage (RFO) Time
Within 4 Hours	Next Business Day	Not available

There is a partial, non-critical loss of use of the Service with a medium-to-low impact on business, but business continues to function. Short-term workaround is available, but not scalable.

10.1.4. **Priority 4 Incident (P4)** - General technical inquiries about the Service. Cosmetic issues, including errors in the documentation.

Target Initial Response Time	Target Resolution Time	Reason for Outage (RFO) time
Within 24 Hours	Within five Business Days	Not available

Customer Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available.

10.2. **Problem Management** - If recurring Incidents indicate a Problem and the Problem is related to the Service provided by Episerver, The Service Desk will engage in Problem management to find the root cause. In case the root cause is unknown, the Service Desk will work together with Customer and/or Customer Designee to find the root cause. The Severity and Urgency Levels are connected to its counterparts in Incident Management described above.

10.3. **Service Request** - Customer has Service questions or has an operational request (e.g. password reset or new deployment).

Support Hours of Operations	Target Initial Response Time	Target Resolution Time	Reason for Outage (RFO) time
Business Days	Within next Business Day	2 business days or as otherwise agreed with Customer	N/A

10.4. **Security Incidents** - Security Incidents are prioritized per NCICC scoring system, found [here](#).

10.4.1. **Episerver SIRT team** - Security Incidents are handled by Episerver Security Incident Response Team (ESIRT). ESIRT work closely with vendor security teams and can also work closely with Customer security Teams if required.

10.4.2. **Episerver Security Incident process** - In the event that Episerver becomes aware of a Security Incident related to the Software Services provided to or affecting Customer, Episerver will contact Customer's designated security contact by e-mail or telephone as soon as commercially reasonable, and in no case more than forty-eight (48) hours after becoming aware. Episerver will include information regarding the scope of the incident, timeframe, relevant information regarding the means with which it occurred, and remediation steps taken. If Customer's Designated Security Contact determines any security incident to be of sufficient severity, the Designated Security Contact may terminate access to the affected systems (or request that Episerver terminate access if applicable) until the underlying cause of the incident is resolved to the satisfaction of Customer.

10.5. **Security Vulnerabilities** – Security Vulnerabilities are handled per Episerver Security Vulnerability process.

10.5.1. **Episerver Security Vulnerability process** - Episerver will notify the Designated Security of newly discovered Security Vulnerabilities within any products or services supplied by Episerver as part of this Agreement within a commercially reasonable time, and in no case more than forty-eight (48) hours following Episerver becoming aware of them. This notification will be done via email communication which will include the details of the possible risk and an action plan for resolution of the vulnerability, as described below, if not already resolved. In the event of a critical Security Vulnerability determined to be directly applicable to Customer's use of the contracted product(s) or Service(s), Episerver will contact Customer's Designated Security Contact by e-mail or telephone. Telephone notification does not supersede or relieve Episerver from the obligation to provide the detailed e-mail notification described above. If security issues are discovered or reasonably suspected by Customer, Episerver shall assist Customer in performing an investigation to determine the nature of the issue. In the event that said investigation determines that an actual Security Vulnerability exists, Episerver will develop an action plan for resolving the vulnerability as described below. Episerver will provide to Customer an action plan for resolution of Security Vulnerabilities. Each action plan should include the following information:

10.5.1.1. Problem statement(s), including early evaluation of possible resolution, and

10.5.1.2. Confirmation, when possible, that Episerver can reproduce the problem, and

10.5.1.3. Problem status, and

10.5.1.4. Actions required for resolution, and

10.5.1.5. Who needs to perform the actions (where "who" may refer to Episerver, Customer, third parties, etc.), and

10.5.1.6. Projected date for resolution.

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11. Escalation Process

Episerver uses a standardized escalation procedure, as shown below. Episerver shall have an objective that all Incidents and/or Problems are handled by Episerver support operations but shall make further escalation available. Escalation is always based on Customer's perception of the state of Customer's Service.

All escalations must follow Episerver Services standard operating procedures.



Team Lead Contact Information	Management Contact Information
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12. Customer Exit Assistance Service

12.1. **Right to Access** - Upon any termination or expiration of the Agreement or Order(s), Customer's right to access and use the Services covered by that Agreement and/or Order(s) shall terminate. Notwithstanding the foregoing, at Customer's request if received within thirty (30) days after termination, Episerver will permit Customer to access the Services solely to the extent necessary for Customer to retrieve a file of Customer Data then in Episerver's possession. Customer acknowledges and agrees that Episerver has no obligation to retain Customer Data and that Episerver will irretrievably delete and destroy Customer Data after thirty (30) days following the termination of the Agreement or Order(s).

12.2. **Exit Assistance** - Upon expiration or termination of the Agreement, provided that Customer has, at that time, paid all fees and charges outstanding and all undisputed fees and charges resulting from the termination of the Agreement or Order (whether or not due at the date of termination) shall have the following exit assistance available to Customer, as described in Section 12.3. Please note, should Customer wish to engage in services as described in Section 12.3.1 – 12.3.4, such assistance will incur additional costs and fees as described in Section 12.4.

12.3. **Exit Plan** - Episerver shall reasonably assist Customer with the transfer of Customer owned data to another services provider or to Customer itself. These services will be provided under an Exit Plan to be drawn up and agreed between the parties ("Customer Exit Assistance Services"). If a formal Exit Plan is not agreed between the parties for any reason, then the following provisions shall apply and shall form part of Customer Exit Assistance Services in any event:

Episerver will assist in the transfer of Customer data to either Customer's own premises or to a Designee nominated by Customer and give Customer and/or a Designee nominated by Customer such help as is set forth below to enable such transfer to take place.

12.3.1	Providing information	providing information to Customer detailing Customer's current usage and storage allocation to enable discussions with potential alternative vendor (subject to Section 12.4);
12.3.2	Act as sounding board	discuss with Customer the information required by Customer's potential alternative vendor required to perform a technical verification and other due diligence exercise in relation to the provision of the Service (subject to Section 12.4);
12.3.3	Technical problems during transfer	assistance from the Episerver's Service Desk as may be reasonably necessary to resolve technical problems during the transfer of Customer Data (subject to Section 12.4);
12.3.4	Attendance relevant resources	ensuring the attendance of relevant personnel at meetings as may reasonably be required (subject to Section 12.4);
12.3.5	Data export format	Episerver will provide data export as is; data will be exported in the same format as it has been used within the Episerver Service; and
12.3.6	FTP storage location	Episerver will primarily provide FTP storage location to act as the download location for Customer, to access and download Customer Data.

12.4. Charges for Customer Exit Assistance Service

12.4.1	Charges	Customer shall pay Episerver at its then current time and materials rates for any such Customer Exit Assistance Service including the definition of the Exit Plan in addition to any other fees payable under the Agreement.
12.4.2	Obligation	Episerver is not obliged to provide Customer Exit Assistance Service if the Agreement has been terminated by the Episerver for non-payment of undisputed fees or other breach of contract by Customer.
12.4.3	Surrounding costs	Customer shall be responsible for the cost of any packaging, shipping, insurances, media or network services related to the transfer of any items from Episerver to Customer.
12.4.4	Other fees agreed	Customer shall continue to pay Episerver for all fees incurred in relation to the on-going provision of the Episerver Services through the effective date of expiration or termination; provided, however, that such payment shall not affect any other rights and remedies the Episerver may have under the Agreement.

13. Service and product lifecycles

Episerver may from time to time discontinue products or Software Services. These can be found here: <https://world.episerver.com/service-and-product-lifecycles/discontinued>