

# Clerbo SLA Standard

V 1.0 03\_2023

## SUMMARY

The Standard SLA includes a guaranteed availability level and the provision of general support via e-mail for the cloud application YSoft Clerbo operated and managed in Microsoft Azure ("Application") by Y Soft Corporation, a.s., with registered office at Technická 2948/13, 61600 Brno, ID No.: 26197740, VAT No.: CZ26197740, file No. B 8045, registered with the Regional Court in Brno ("Provider").

## DEFINITIONS

**Customer:** the end user of the Application who accesses and uses the Application for the duration of the license granted by the Provider.

**Working Day:** a standard working day in the Czech Republic except for weekends and holidays, the support team's working hours are 8-17 hours in the Czech Republic.

**Total Base Time:** means the total time in a given calendar month for which Availability is guaranteed.

**Scheduled Downtime:** means the total amount of time the Application is unavailable in a given calendar month due to regular, scheduled, or otherwise foreseeable downtime for maintenance or other similar purposes. The maximum uninterrupted period of a single Scheduled Downtime will not exceed 2 hours.

**Unavailability:** means a time exceeding 10 minutes during which it is not possible to use the key functionalities of the Application due to reasons on the Provider's side:

- The Application is not accessible via the internet;
- At least five users are unable to log in;
- Users cannot view the list of active training courses;
- It is not possible to create a new training; or
- New user cannot be added.

Unavailability of the Application due to reasons beyond the Provider's control, in particular hardware or network connection failure on the Customer's side or unavailability of the Microsoft Azure environment, will not be considered an Unavailability.

**Unrelated Unavailability:** means the total time the Application is unavailable for any other reason (hardware, operating system, network, third party software, or force majeure failure) in a given calendar month.

**The Net Total Time:** is calculated as:

Net Total Time = Total Base Time – Scheduled Downtime – Unrelated Unavailability

**Availability:** in % is calculated as:

$$\text{Availability} = \frac{\text{Net Total Time} - \text{Unavailability}}{\text{Total Base Time}} * 100$$

## ELIGIBILITY FOR SUPPORT

Customers will receive support under this SLA for the duration of their active access to the Application.

## GUARANTEED LEVEL OF APPLICATION AVAILABILITY

The Provider shall use commercially reasonable efforts to ensure the availability of the Application during the Business Day. The target availability of the Application is 99%.

## GENERAL SUPPORT

The Provider maintains a contact email address at [info@clerbo.com](mailto:info@clerbo.com) for:

- Assisting with application-related issues such as reporting Application errors that do not result in Unavailability, resolving issues related to user accounts, etc.
- Providing answers to general queries about the use of the Application, its functions, and features.
- Providing information on best practices for using the Application, availability of manuals, and training materials.

Support is provided via email communication, the Provider undertakes to respond to relevant messages sent to the contact email address within two Business Days, using reasonable commercial efforts normally expected to resolve the Customer's requests within the support purposes defined above.