



Labforward GmbH

SLA-001-Labforward Standard SLA

Applicable for customers of:

- Labfolder Advanced Version
- Laboperator

v1.1

Effective Date: 2021-01-01

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SLA-001 Standard Service Level Agreement ("Standard SLA")

1. General

- 1.1. The Standard SLA will be provided to Customer's End Users ("Users") in accordance with this description. Users can submit support tickets (or "case") via our Support Portal (<https://support.labforward.io/>). Labforward will use commercially reasonable efforts to promptly respond to each case, and will use commercially reasonable efforts to promptly resolve each case.
- 1.2. Customers can also purchase an Enterprise or Enterprise Plus SLA package from Labforward. Only one level of support (Standard, Enterprise or Enterprise Plus) can be associated with a Customer at any given time.
- 1.3. The Standard SLA applies during Paid Pilots, implementation of the Services, and for ongoing support of the Services after the Services have been implemented.

2. Revision and approval

Version #	Revision Date	Nature of changes	Reason for changes
1.0	2020-10-28	Original issue	N/A
1.1	2020-12-15	Added Section 6 for description of uptime	Content addition

3. Helpdesk & Submitting a ticket

- 3.1. Users can find answers to the most frequently asked questions on our Support Portal (<https://support.labforward.io/>), by browsing through our product-specific sections or by using the search functionality. If they cannot find an answer, users also have the possibility to "Submit a ticket".
- 3.2. When submitting a ticket, users are required to provide their email address, and to describe the issue in a way that is reproducible by our support team (screenshots are helpful). Each submitted ticket receives a confirmation email and unique Ticket ID.

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4. Telephone Support

- 4.1. Telephone support in English or German is available at **+49 30 22012773** from 9:00 a.m. to 6:00 p.m. CET on weekdays, excluding public holidays and December 24 –January 2.
- 4.2. Calls may be answered by a triage agent, who will document the case and route it to the appropriate support team for response to Customer.

5. Target Response Time

- 5.1. Labforward will use commercially reasonable efforts to respond to each case by the end of the next business day (CET).
- 5.2. Labforward must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Labforward to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access

6. Target Uptime (only for public cloud customers)

- 6.1. Labforward will use commercially reasonable efforts to make the Services available with a Monthly Uptime Percentage of at least 99.5%.
- 6.2. "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which any of the Services were unavailable.

7. Excluded Items

- 7.1. Assistance with password resets. For password resets, Users should use the links provided on the login page or contact their system administrator.
- 7.2. Assistance with non-Labforward products, services or technologies, including implementation, administration or use of third-party technologies.
- 7.3. Assistance with installation, configuration or troubleshooting of hardware, unless provided as part of a separate agreement.
- 7.4. Cases caused by Customer's failure to comply with operating instructions contained in the documentation.

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- 7.5. Issues related to faulty configuration of the software or the server on the Customer side, unless the issue resulted from incorrect documentation provided by Labforward.
- 7.6. Site downtime issues for on-premise installations.
- 7.7. Site downtime which was pre-announced for public cloud instances.
- 7.8. Creation or testing of custom code, including API queries, custom workflows, custom scripts, except as provided under a separate customization or project agreement.

8. Changes to the Standard SLA

Labforward may modify the Standard SLA from time to time, provided the level of service will not materially decrease during a subscription term.

Signature Page

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Role	Name	Designation	Signature	Date (YYYY-MM-DD)	Meaning
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