

Attachment 3

op5 SLA

1. Incidents

All customers may submit unlimited number of incidents via a dedicated email address, via the op5 Support Web site or via telephone.

1.1. E-mail

All Customers have access to op5's support team via email support@op5.se

1.2. op5 Support Site

All Customers have access to the op5 Support Web site located at <https://support.op5.com>, twenty-four (24) hours a day, seven (7) days a week. The web site includes, for example:

- Manuals
- Manuals
- White Papers
- Pre install documents
- Plug-in development guidelines
- Release information
- Software down load

1.3. Telephone

All Customers have unlimited telephone assistance from a member of the op5 Support Team during normal business hours (8 a.m. to 5 p.m.) from Monday to Friday (excluding public holidays) via the following dedicated telephone number: +46 (0)31-774 09 24

2. Hardware

3 year hardware warranty with next business day on-site service is included in the op5 support service agreement.

3. Updates and new versions

All customers are entitled free updates for new versions of op5 products.

Prior Versions

op5's obligations with respect to Maintenance and Support Services are expressly conditioned upon the installation and use by Customer of either:

- the most current release of the Products; or
- the immediately preceding major or minor release of the Products.
- the most current release of the Products; or
- the immediately preceding major or minor release of the Products.