



Service Level Agreement (SLA)

1 Basic Information

This Service Level Agreement ("SLA Agreement") contains the terms of the agreed service level between the company ALFA LOGISTIKA d.o.o., VAT number 02706843298, ("AL, the provider") and any company, organization, institution, or legal entity ("user, client, buyer") utilizing the services of AL.

2 Objectives and Tasks

The purpose of this Agreement is to ensure appropriate service elements and obligations between the contracting parties arising from this Agreement, all aimed at providing consistent support and delivery of IT services to clients by the provider.

The objective of this Agreement is to establish a clear agreement on the provision of IT customer support services by the provider.

The tasks of this Agreement are:

- Establishing clear terms between the contracting parties regarding the level of included customer support service as agreed upon.
- Separating customer support services from basic IT services.
- Defining the method of providing customer support services.
- Aligning the perception of the expected method of providing customer support services with the actual contracted method of providing customer support services by the provider.

3 Service

This Agreement pertains to the services provided through the provider's customer service department, which involves resolving issues for clients during the utilization of the provider's services.

3.1 Scope of Customer Support Services

Customer support services include:

- Telephone support,
- Email support,
- Remote support,

3.1.1 Telephone support

It includes receiving inquiries via telephone, as well as complete communication regarding issue resolution.



3.1.2 Email support

It includes receiving inquiries via email, as well as complete communication regarding issue resolution.

3.1.3 Remote support

It includes support via remote systems or remote access to the client's computer.

3.2 Obligations of the Client

The obligations of the client when utilizing customer support services are:

- Timely settle all dues,
- Adhere to the agreed-upon Service Level Agreement (SLA),
- Ensure availability,
- Adhere to the working hours of the provider during which customer support services are available.

3.3 Availability of Customer Support Service

The working hours during which customer support services provided by the supplier are available are as follows:

- Monday to Friday from 8:00 to 16:00 (hereinafter referred to as standard working hours),
- Monday to Friday from 16:00 to 21:00 (hereinafter referred to as outside standard working hours).

Customer support services provided by the supplier are not available on weekends and holidays unless specifically agreed upon otherwise.

Telephone Support:

- Telephone support services are available during the supplier's working hours. All calls made outside of working hours will not be collected and processed.

Email Support:

- Email support services are available during the supplier's working hours. All emails sent outside of working hours will be collected and forwarded for processing on the next business day.

4 Service Segments and Levels

4.1 Service Segments

Service segments of customer support defined by this SLA Agreement include:

- Response time,
- Availability days,
- Availability time,
- Priority,



- Method of inquiry reception.

4.1.1 Response Time

This is the time within which the provider will respond to the client's inquiry and initiate the problem resolution process.

4.1.2 Availability Days

These are the days of the week during which the provider will be available to receive inquiries from the client.

4.1.3 Availability Time

This is the daily working hours during which the provider will be available to the client for receiving inquiries and resolving issues.

4.1.4 Priority

This is the order in which the provider will begin addressing inquiries/problems in relation to other clients.

4.1.5 Method of Inquiry Reception

This is the agreed method of receiving inquiries. It can be:

- Email support,
- Telephone support.

4.2 Service Levels (SLA)

There are three possible service level tiers. Service level tiers are denoted by ordinal numbers and symbols:

L1 - where the number one represents the lowest level of service,

L2 - where the number two represents the intermediate level of service,

L3 - where the number three represents the highest level of service.

4.2.1 Service Level L1

Service Level L1 includes:

- Email support,
- Standard working hours,
- Response time up to 48 hours,
- Priority 3,
- Remote support.

4.2.2 Service Level L2

Service Level L2 includes:

- Email support,
- Standard working hours,



- Response time up to 24 hours,
- Priority 2,
- Remote support.

4.2.3 Service Level L3

Service Level L3 includes:

- Email support,
- Standard working hours,
- Outside standard working hours,
- Telephone support,
- Response time up to 8 hours,
- Remote support,
- Priority 1,
- On-site support.

5 Other Provisions

In case it's not otherwise specified in the service contract concluded between the provider and the client, or any further seller, the first level support (L1) is implied. This is applied as the default support level if the specific support level is not explicitly defined or agreed upon between the parties.

This Service Level Agreement is effective from October 1, 2020.