

APPENDIX

SERVICE DESCRIPTION

Roima SaaS Service Level Description

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ROIMA

Contents

1	General	2
2	Definitions	2
3	Roima Application availability	3
3.1	Application Availability	3
3.2	Service Levels	3
3.3	Calculation and measurement of the availability	4
4	Support Services	4
4.1	Support Service Hours	4
4.2	Incidents	4
4.3	Service requests service level option	6
4.4	Calculation and measurement of the support services	6
5	Service level credits	6

Roima SaaS Service Level Description

1 General

This service level description establishes the specific target levels for both the availability of the Roima-hosted SaaS and the incident management service levels that apply to these applications. It is important to note that this document is applicable exclusively to Roima Applications hosted by Roima in the SaaS, and the precise scope of coverage — including which applications and environments are included — is defined in the corresponding Agreement or Purchase Order between the Supplier and the Customer. The service level objectives outlined herein serve to clarify expectations regarding system uptime, responsiveness to incidents, and the overall reliability of the Service, as governed by the terms agreed upon in the formal contract documentation.

2 Definitions

The terms used in this document are listed below. If any definition here differs from those found in the Agreement, the precedence outlined in the Agreement will apply.

Term	Definition
Application Availability	Application Availability is a monthly measured percentage that expresses how much of the agreed Availability Time (as specified in section 3.2) the service has been operational and usable, excluding approved exceptions.
Decreasable Events	Refers to any event or circumstance that does not constitute a breach of the service level. Such events include service interruptions resulting from agreed installations, modifications, or maintenance activities; interruptions required to address critical security-related maintenance; interruptions caused by actions undertaken contrary to Roima’s instructions; interruptions arising from the Customer, the Customer’s actions, or the Customer’s materials; interruptions caused by force majeure events or other measures agreed in writing with the Customer; and interruptions attributable to factors outside Roima’s reasonable control, including, for example, natural disasters, war, acts of terrorism, riots, government actions, or failures in networks or devices external to Roima’s data centers—such as issues occurring at the Customer’s site or in the connection between the Customer’s site and the utilized data center.
Incident	Any unplanned interruption to an IT service, a reduction in its quality, or a system functional error. The primary goal of Incident Management is to restore normal service operation as quickly as possible and minimize business impact.
Office Mission Critical	An application is Office Mission Critical if it is not Shop Floor Mission Critical.
Reference Period	Refers to the calendar month, as determined by the UTC time zone, in which performance is evaluated.
Resolution Time	Duration between the timestamp an incident or service resolution ticket is recorded in the ticketing system and the timestamp the ticket is solved.

March 16, 2026

Response Time	Duration between the timestamp an incident or service request ticket is reported in the ticketing system and the timestamp the supplier begins working on its resolution.
Roima Application	Roima Application refers to a set of specific Software provided by the Supplier that the Customer is able to access and operate or otherwise utilize according to this Agreement.
SaaS	SaaS (Software as a Service) refers to a service provided by Roima via a data network, where the software and the related license, support service and data are delivered centrally from a managed service to the Customer
Service Request	Formal request from a user for something to be provided, such as access to a service, change of configuration, or information
Shop Floor Mission Critical	An application is Shop Floor Mission Critical as agreed in the Agreement when its unavailability causes an immediate stop in a significant part of the production process.
Support Service Hours	Support Service Hours are the defined time period during which the Supplier provides support services for the Service, including incident response, troubleshooting, and service request handling.
Software	Roima's proprietary standard software and related documents, including modifications to Roima's standard software and new versions provided to the Customer by Roima.

3 Roima Application availability

3.1 Application Availability

The Roima SaaS is available to the Customer according to Table 1, excluding pre-announced maintenance actions and possible disruptions and problems. The rule to calculate the Availability is presented in chapter 3.3 Calculation and measurement.

The Availability service level only applies to the production environment.

Application Availability may be provided on a 24/7 basis as defined in this Service Level Description; however, Incident Response Times and Incident Resolution Times are measured and apply only during the agreed Support Service Hours, unless expressly agreed otherwise in the Agreement or a related service option.

3.2 Service Levels

The Application Availability Service levels are defined in Table1.

Table 1 Application Availability Service levels

Availability Service Level	Availability	Availability Time	Service credits
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Basic level Availability	Specified in the Agreement	Specified in the Agreement	No
Standard Availability	99,5%	24/7	No
Premium Availability	99,9%	24/7	Yes, according to section 5

The Standard Availability is the default service level.

The service level credits of the Premium Availability option are specified in section 5 below. The Premium Availability option requires 24/7 Support Service Hours availability.

The introduction of the Premium Availability service level or the Basic level Availability service level is always agreed upon separately and it is always valid for at least 12 months.

3.3 Calculation and measurement of the availability

The calculation of the Availability takes into account planned Service interruptions and outages that are independent of the supplier Decreaseable Events.

The Availability of the Service is calculated for each calendar month as follows: $[\text{Total hours during the Availability Time in the Reference Period} - (\text{total sum of interruptions during the Availability Time in the Reference Period in hours} - \text{total sum of Decreaseable Events during the Availability Time in the Reference Period in hours})] / \text{Total hours during the Availability Time in the Reference Period} \times 100$.

The calculation of Service Availability is based on a measurement performed by the Supplier, which measures the availability from outside the data center providing the SaaS. The Availability of the SaaS is calculated after each calendar month. Monthly availability information is available upon request from the customer service.

Application is considered unavailable when monitoring indicates the application is not responding.

The Customer shall report any disruptions in the service to the support channel indicated by the Supplier to the Customer.

4 Support Services

4.1 Support Service Hours

The agreed Support Service Hours are determined in the main agreement.

The Premium Availability option requires 24/7 Support Service Hours availability.

4.2 Incidents

Incident management is described in chapter 5.8 of Appendix Support and maintenance Service Description.

Incident Response Time is measured only during the agreed Support Service Hours.

The Response Times for the four criticality levels are defined in the column, "Response time" of Table 2. The response time target is included in the standard Roima SaaS. Incident Resolution Time targets, represent Roima's target service levels. Resolution may vary depending on the nature of the Incident, root cause analysis, required customer actions, or dependencies on third-party systems or services.

Table 2 Incident criticality level definitions, response times and optional resolution times applicable during the agreed Support Service Hours

Criticality level	Definition	Response Time target	Resolution Time target (option)	Shop-floor mission critical	Office mission critical
1 – Shop Floor Critical	Critical function or system is unusable. Affects large number of users or a critical business function is not working. There is no approved workaround.	0,5 h	4 h	Applicable	N/A
2 – High	Critical function or system is unusable. Not affecting large number of users. There is no approved workaround.	4 h	8 h	Applicable	Times of this line applicable for levels 1 and 2
3 – Medium	A hindering Incident which does not prevent normal / daily operations.	2 wd	10 wd	Applicable	Applicable
4 – Low	Very limited impact / other errors. Does not affect daily operations.	10 wd	Best effort / next version	Applicable	Applicable

For Office mission critical Roima Applications the provided Response Time and Resolution Time targets of the criticality level 1 – Critical are the same than the targets of the criticality level 2 – High. The Customer may order the criticality level 1 – Shop floor critical target times as an option.

Any disruptions reported by telephone must be confirmed by the Customer through the support channel indicated by the Supplier.

Critical Incidents must be confirmed by a phone call to the service channel provided by the Supplier.

Incident Resolution Time is a separately agreed service level option of Roima SaaS. An Incident may be fully solved, or it may be solved by providing a work-around with a related root-cause ticket or the Incident is otherwise brought to a defined closure state. Resolution Time is measured only during the agreed Support Service Hours.

The resolution times for the four criticality levels are defined in the column 'Resolution time (option)' of Table 1.

4.3 Service requests service level option

Service Request response and resolution time targets are bound to Service Package and applied to Service Requests related to the service packets.

The Service Request Response and Resolution Time targets are presented in Table 3. The Resolution Time is only applicable as a separately agreed option.

Table 3 Service request response times and optional resolution times

Criticality level	Definition	Response time	Resolution time
1 – Time critical	Request needs to be executed as soon as possible	1 wd	4 wd
2 – Not time critical	Execution time is not critical	3 wd	Best effort / next version
3 – Execution time critical	Requested action needs to be executed at a specified time	Needs to be requested at minimum 10 wd before the execution	

4.4 Calculation and measurement of the support services

Response Time and Resolution Time are calculated only during the agreed Support Service Hours defined for the relevant Roima SaaS Service. Time outside the Support Service Hours or time that the ticket is waiting for Customer actions does not accumulate toward these metrics.

In practice, for both Response Time and Resolution Time the start point is the timestamp of when the related ticket is created. The end point is the timestamp of the status change of the ticket to work started for Response Time or ticket resolved for Resolution Time. In both cases, any period during which the issue is waiting for the Customer or the Customer's third party to take action is excluded from the calculation of the Response Time and Resolution Time.

5 Service level credits

The service level credits specified in this section only apply to the Premium Availability service level option and it only applies for the related Service.

If the Availability of the Service as defined in section 3.2 and selected in the Agreement is not achieved due to reasons attributable to the Supplier, the Customer has the option to apply for a service level credit as defined in Table 4.

Table 4 Availability and related service level credit-%

Availability (Av%)	Service level credit (SLC%)
100 % > Av% > 99.9 %	0 %
99.9 % > Av% > 99.5 %	10 %
99.5 % > Av% > 98.5 %	20 %
Av% < 98.5 %	30 %

All service level credits are addressed in the service steering meeting and are applied after being addressed.

The service level credit is calculated from the monthly fee of the Service for the month in which the Availability of the Service has not been reached.

The approved service level credit will be deducted from the Customer's monthly fee for the Service on the next invoice.