

eMabler Support and Operations – Service Description

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Contents

1. Introduction	3
2. Contacting Support Services.....	3
3. Handling support and service requests.....	3
4. Support Ticketing System	4
5. Issue priority and user effects.....	4
6. Service Level Agreement.....	5
7. Service Hours	5
8. Service Organization	5
9. Support level comparison.....	7
10. Uptime and availability commitment.....	7
11. Uptime fine	8

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1. Introduction

This document summarizes the main practices used in the delivery of eMabler's support services.

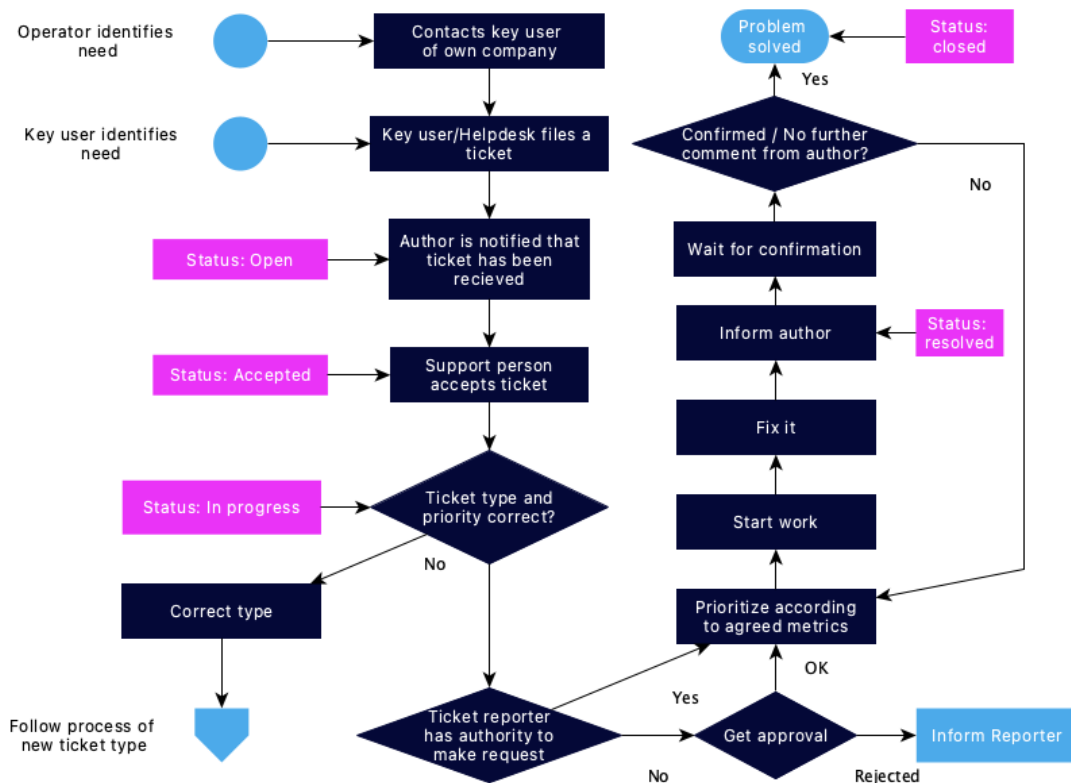
2. Contacting Support Services

The Communications Channels for contacting eMabler's support services are listed below in order of preference

- Support Ticketing System: <https://emabler.atlassian.net/servicedesk/customer/portals>
 - Login is required with user name and password
- Email: support@emabler.com

3. Handling support and service requests

Handling support and service requests follow the flow described in the image below:



The Customer appoints Key Users who have the authority to make support and service requests. The same Key Users are also responsible for accepting the changes. eMabler should be informed about changing the Key Users at least one business day before the change in Key Users becomes effective by filing a support ticket.

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4. Support Ticketing System

Support Ticketing System comes with a customer portal that makes it fast and easy for the Customer to submit and follow requests. Submitting a request takes three steps:

1. select a request type
2. enter the required information
3. click submit.

The request is automatically logged as a Support Ticket, and eMabler's support team can begin working.

5. Issue priority and user effects

Priority 1	Critical: Support request is classified as Critical, if it prevent's the majority of the end users from charging their vehicles or prevents the majority of operators or external systems from accessing the system.
Priority 2	High: Support request is classified as Critical, if it prevent's the more than 10% the end users from charging their vehicles or prevents more than 10% of operators or external systems from accessing the system.
Priority 3	Medium: Support request is classified as Critical, if it prevent's the more than 5% the end users from charging their vehicles or prevents more than 5% of operators or external systems from accessing the system.
Priority 4	Low: The environment has such malfunctions that do not impede work or charging (there is an easy workaround available).

Additionally, requests that do not fall under the service request categories listed above, are classified separately:

Priority 5	Other work: General support or clarification. If the requests are not related to a malfunction of the system, work is classified as additional work. Other work may take the form of either: <ol style="list-style-type: none">a) User advisory, which may be included in the customer's Support Contract orb) Additional work, which is always billed separately, and workload estimates are approved by the reporter before starting action. If additional work cannot be completed within the solution time agreed dictated in the SLA, the support team shall notify the Customer and the work schedule is agreed upon together.
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6. Service Level Agreement

The below table defines the reaction, workaround resolution times for various ticket priorities for Premium support:

Priority	Reaction time	Workaround time	Resolution time
1 – Critical	2 hours	6 hours	4 days
2 – High	3 hours	8 hours	8 days
3 – Medium	4 hours	12 hours	Best effort
4 – Low	4 hours	7 days	Best effort
5 – Other Work	48 hours	Case by case	Case by case

Reaction Time: the maximum time in which eMabler's service personnel will begin investigating a support ticket.

Workaround time: the maximum time in which eMabler's service personnel will provide a workaround to mitigate the effects of the reported issue after starting to investigate the issue.

Resolution time: the maximum time in which eMabler's service personnel will provide a permanent resolution to the issue after providing a workaround to the issue.

The above times do not include possible wait times for possible additional information requests from the reporter or other third parties such as end-users or Customer personnel.

The above service level times are calculated only during Service Hours.

7. Service Hours

eMabler performs maintenance and other services during the Service Hours 09:00-17:00 EET during Finnish business days.

8. Service Organization

The contacts listed under Customer Contacts are to be notified about platform issues, changes and invited to key user group meetings.

Customer contact roles will have the following privileges:

- **Administrator:** May make changes to contract terms, approve work that incurs additional costs and issue changes to operational procedures (eg. giving other key users additional authorizations).
- **Key user:** May make use of the support services under the terms of the current contracts and operational procedures.
- **Notifications:** Contact will be included in various platform notifications. This contract role may be used eg. for email distribution groups.

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Customer contacts			
Name	Role / Title	Mobile	Email
	Rows will be added accordingly		
eMabler contacts			
Name	Role / Title	Mobile	Email
	Rows will be added accordingly		

eMabler's and customer contact persons for the support services are outlined above.

Note that contact persons' private addresses and phone numbers can only be used for contract modifications, escalations and similar.

All support tickets must be filed through the Communications Channels outlined in the section Contacting Support Services.

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9. Support level comparison

	Basic Support	Premium Support
<i>Support channels</i>	ticketing system	ticketing system, email
<i>Who can contact support</i>	Single, named key user	Up to 10 key users
<i>Support availability</i>	Business days 10-16 EET	Business days 09-17 EET
<i>Tickets related to platform issues</i>	Included	Included
<i>Tickets related to operational advice and best practices</i>	100€/ h, in 1 hour increments	Included
<i>Ticket response SLA</i>	Best Effort	2h for critical ticket
<i>Ticket workaround SLA</i>	Best Effort	6h for critical ticket
<i>Ticket resolution SLA</i>	Best effort	4 days for critical ticket
<i>Uptime fine</i>	No	Yes
<i>Key user feedback & info sessions</i>	500€/ session	Quarterly
<i>Training for first key users</i>	Included	Included
<i>Trainings for new key users</i>	500€/ person	Every 6 months

We offer two support levels. The above table highlights their differences.

10. Uptime and availability commitment

eMabler shall apply best efforts to make the Service available (uptime) to the Customer at least 99.95% (ninety-nine point nine five per cent) of the time during each calendar year, excluding scheduled maintenance, where such scheduled maintenance shall not last for

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more than 2 (two) consecutive hours and regarding which the Customer is given at least 96 hours advance notice.

Unavailability of Services (downtime) caused by matters, not under eMabler's control (e.g. regulatory changes, force majeure, downtime or issues caused by the Customer's or third parties systems, or downtime caused by the Customer) shall not be deemed downtime for and shall be excluded when calculating total uptime of Services.

eMabler shall monitor the servers that host the Service 365/24/7. If an error occurs or the Service becomes unavailable during Service Hours, an alarm will notify the responsible on-call eMabler representative, who shall notify the Customer and begin resolving the problem.

11. Uptime fine

If due to an incident from the eMabler side the Service availability (uptime) drops below the following limits in one month then customers with Premium support are compensated with the following monthly price deduction from the month's product invoicing:

- Uptime drops below 99.85%, price deduction from month's product invoicing 5%
- Uptime drops below 99.35%, price deduction from month's product invoicing 10%
- Uptime drops below 98.85%, price deduction from month's product invoicing 20%
- Uptime drops below 98.35%, price deduction from month's product invoicing 40%

Uptime is calculated with following formula: $(Pa - Ka + Eh) / Pa * 100\%$

"Pa" Usability in seconds during the period e.g. with 30 days: 30 days * 24 hours * 60 minutes * 60 seconds.

"Ka" Downtime in seconds during the period in seconds.

"Eh" Downtime in seconds during the period, for which eMabler is not responsible.

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