



eMabler Support and Operations – Service Description



Contents

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

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1. Introduction

This document summarises the main practices used in delivering eMabler's support services for the Production Environment. Issue priority and user effects (5), Service Level Agreement (6), Uptime and availability commitment (10) and Service Credits (11) are not applicable for Test or Staging Environments.

This document is valid from the 1st of January 2024.

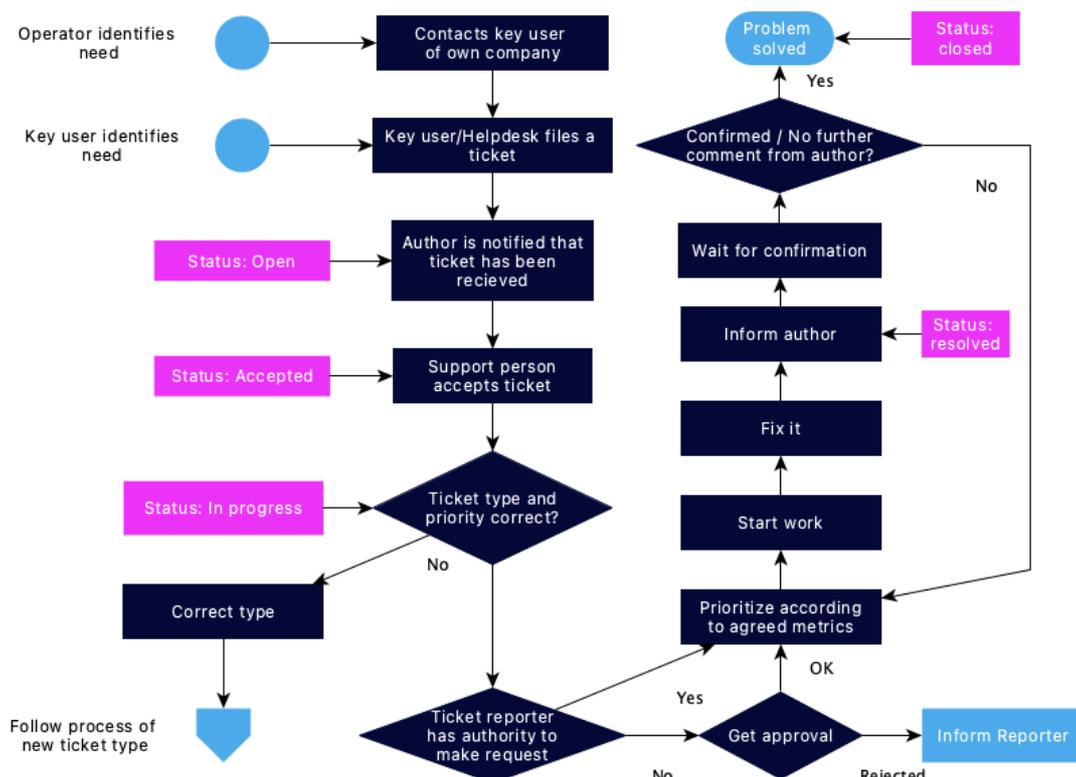
2. Contacting Support Services

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
- Telephone for customers with **Gold** and **Platinum**-level support and for Critical incidents off business hours. The number will be provided separately during the onboarding and training.

3. Handling support and Incident management process

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

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changing the Key Users at least one business day before the change in Key Users becomes effective by filing a support ticket.

4. Support Ticketing System

The 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 prevents over 50% of the end users from charging their vehicles or prevents over 50% of operators or external systems from accessing the eMabler system.
Priority 2	High: Support request is classified as High if it prevents more than 10% of the end users from charging their vehicles or prevents more than 10% of operators or external systems from accessing the eMabler system.
Priority 3	Medium: Support request is classified as Medium if it prevents some end users from charging their vehicles or prevents some of the operators or external systems from accessing the eMabler 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	<p>Other work: General support or clarification. If the requests are not related to a malfunction of the system, work is classified as additional work.</p> <p>Other work may take the form of either:</p> <ol style="list-style-type: none"> a) User advisory, which may be included in the customer's Support Contract or b) Additional work, which is always billed separately, and work 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 and resolution times for various ticket priorities for support. The Reaction/ Workaround/ Resolution times are calculated from the creation of the service ticket.

Priority	Incident Management Reaction time			
	Bronze	Silver	Gold	Platinum
1 – Critical	Best effort	2 hrs.	2 hrs.*	2 hrs.*
2 – High	Best effort	2 hrs.	2 hrs.	2 hrs.
3 – Medium	Best effort	2 hrs.	2 hrs.	2 hrs.
4 – Low	Best effort	2 hrs.	2 hrs.	2 hrs.
5 – Other Work	Best effort	2 hrs.	2 hrs.	2 hrs.

Priority	Incident Management Workaround time			
	Bronze	Silver	Gold	Platinum
1 – Critical	Best effort	6 hrs.	6 hrs.*	6 hrs.*
2 – High	Best effort	8 hrs.	8 hrs.	8 hrs.
3 – Medium	Best effort	12 hrs.	12 hrs.	12 hrs.
4 – Low	Best effort	7 days	7 days	7 days
5 – Other Work	Case by case			

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Priority	Incident Management Resolution time			
	Bronze	Silver	Gold	Platinum
1 – Critical	Best effort	4 days	4 days	4 days
2 – High	Best effort	8 days	8 days	8 days
3 – Medium	Best effort			
4 – Low	Best effort			
5 – Other Work	Case by case			

* 24/7/365 for customers with Platinum-level support.

* During Weekdays 7-22, EET for Gold-level support. If Gold-level customers use Critical incident phone outside Weekdays 7-22, EET then the support level is raised to Platinum-level for a minimum next three months.

Reaction Time: the maximum time in which eMabler's service personnel will begin investigating an incident.

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

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 validated 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. For customers with Gold- and Platinum-level reporting Critical incidents off Service Hours, the service level time is calculated when the case is reported to eMabler.

If the Workaround and Resolution times are exceeded the Customer shall be compensated as per Section 11.

7. Service Hours

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

Customers with the Gold-level have access to eMabler maintenance personnel and get support for Critical incidents Weekdays 7-22 EET during Finnish business days.

Customers with the Platinum-level have 24/7/356 access to on-call duty eMabler maintenance personnel and get support for Critical incidents.

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8. Service Organization

The contacts listed under Customer Contacts are to be notified about platform issues and changes and are 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.

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

	Bronze	Silver	Gold	Platinum
Support channels	Ticketing system	Ticketing system, email	Ticketing system, email and phone for priority 1	Ticketing system, email and phone for priority 1
Who can contact support	Single, named key user	Up to 10 key users	Up to 15 key users	Up to 15 key users
Support availability, Priority 1	Business days 10-16, EET	Business days 09-17, EET	Business days 07-22, EET	24/7/365
Support availability, Priority 2-5	Business days 10-16, EET	Business days 09-17, EET	Business days 09-17, EET	Business days 09-17, EET
Tickets per month	3, then 120 €/ ticket	6, then 120 €/ ticket	12, then 120 €/ ticket	12, then 120 €/ ticket
Operational advice and best practices during Business hours	120€/ h, in 1 hour increments	5 h per month, then 120€/h in 1 hour increments	5 h per month, then 120€/h in 1 hour increments	5 h per month, then 120€/h in 1 hour increments
Service Credits	No	Yes	Yes	Yes
Key user feedback & info sessions	500€/ session	Quarterly	Quarterly	Quarterly
Training for first key users	Included	Included	Included	Included
Trainings for new key users	500€/ person	Every 6 months	Every 6 months	Every 6 months
<i>Requested total business volume</i>	NA	Min. 1 000€/ month	Min. 3 000€/ month	Min. 5 000€/ month

We offer different 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 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 24/7/365. 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 ticket of the incident.

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11. Service Credits

If due to an incident attributable to the eMabler side the (i) Workaround and Resolution times are exceeded or; (ii) Service availability (uptime) drops below the following limits in one month then customers with Silver, Gold and Platinum support are entitled to the following monthly price deduction from the month's invoicing on request:

- Exceeding Workaround and Resolution times, price deduction from month's invoicing 10 % per support ticket (max 50 % / month)

Reaction/ Workaround/ Resolution time delays caused by matters, not under eMabler's control (e.g. regulatory changes, cloud platform provider (MS Azure), force majeure or issues caused by the Customer's or third parties' systems, or downtime caused by the Customer) shall not result in Service Credits.

Platform availability.

- 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 the 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.

Service Credits are valid for Silver-, Gold- and Platinum-level support customers after they have completed onboarding sessions and relevant training. Service Credits are not granted for customers with Bronze-level support.

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