

# Appendix 5: Service level with standardised price reductions

*Only applicable if Option 2 in Appendix 1 clause 2.18.2 is triggered by the Customer.*

## **The Agreement, clause 2.2.4 User support**

If the Contractor guarantees a response within certain deadlines, this shall be set out here.

## **The Agreement, clause 2.2.5 Defect management**

If deviations from the definition of errors in the Agreement's clause 2.2.5 have been agreed, this shall be stated here.

Level	Category	Description

## **The Agreement, clause 2.2.6 Installation of patches, etc.**

If it has been agreed that the Contractor may rectify an error by sending or making available a patch to the Customer, this, and the routines for making them available, shall be specified here.

Any deadlines for how quickly the Customer shall install patches from the Contractor shall be stated here.

## **The Agreement, clause 2.2.7 New versions**

If specific deadlines shall apply for upgrading to new versions of generally used software included in the Customer's technical platform, these shall be specified here.

Any software that is exempt from the provision concerning deadlines, shall be specified here.

## **The Agreement, clause 11.4.3 Standardised damages and hourly liquidated damages**

The Customer shall stipulate standardised compensations for failing to comply with deadlines or other failures to perform on the part of the Contractor here.

This shall be done in the form of a service level agreement in which the Customer stipulates requirements concerning response times and the quality of services that form part of the Contractor's maintenance services. The Customer can ask the Contractor to complete the Appendix with its standard service level agreement or stipulate specific requirements in respect of, for example, how fast the Contractor shall respond to reported and errors and how fast the errors shall be rectified. If user support is included in the maintenance services, requirements concerning the response times for these services shall also be stipulated. Requirements concerning how, and how often, the Contractor shall report, may also form part of the service level agreement.

### **Example of table with response time requirements:**

*It is assumed that errors will be reported via an electronic error reporting system. It is normal for only a limited number of people at the Customer to be able to report errors in this way. If the Customer has first line user support in-house, the same type of restrictions will also apply to user support. The*

entries are only examples and it is important that the Customer adapts it to its needs. If the Customer stipulates stricter requirements than necessary, this could drive the price up.

Category	Response time	Resolution started	Rectification of error	Resolution time target
Critical	15 minutes in extended business hours	30 minutes	Must be performed continuously until the error has been corrected	20 minutes
Serious	15 minutes in business hours	60 minutes	Must be performed continuously during business hours until the error has been corrected	2 hours
Less serious	60 minutes in business hours	2 working days	No specific requirement	Per agreement
User support enquiry via telephone or chat	30 seconds	Immediately after the enquiry has been received	If this proves to be an error, the Customer shall report it via the error reporting system	Not specified
User support enquiry via email	Immediate reply that the email has been received	Response next working day	If this proves to be an error, the Customer shall report it via the error reporting system	Not specified

**Example table for the basis for calculating reimbursements:**

If the service level for the deliverables is not met, the Customer shall be granted a standardised price discount. One common way to calculate deviations is to use a points system. The entries in the table are just examples. The points apply each time there is a deviation.

Description	Twice as long	Four times as long	Eight times as long	More than eight times as long
Response time Critical error	4 points	6 points	8 points	10 points
Response time Serious error	2 points	4 points	6 points	8 points
Response time Less serious error	2 points	2 points	3 points	4 points
User support enquiry telephone/chat is answered	1 points	1 points	2 points	2 points
User support enquiry Email is answered	1 points	1 points	2 points	2 points
Resolution time Critical error	4 points	6 points	8 points	10 points
Resolution time Serious error	2 points	4 points	6 points	8 points
Resolution time Less serious error	2 points	2 points	3 points	4 points
User support enquiry telephone/chat is closed	1 points	1 points	2 points	2 points
User support enquiry Email is closed	1 points	1 points	2 points	2 points

**Example table for calculating reimbursements based on points:**

Points		Reduction in monthly consideration
From	To	
1	10	0%
11	20	-5%
21	30	-10%
31	40	-15%
41	50	-20%
51	60	-30%
61	->	-40%

