

Support & Maintenance – Data Services

Service Level Agreement

1. Uptime/System Availability

Uptime is defined as access to the defined Gatehouse Maritime real-time webservices for at least one Customer user on the Ocean Visibility platform named OceanIO.

Excluded from uptime:

- Local failures at Customer- including power outage, outage at cloud provider and Internet outage.
- Scheduled downtime, maximum of 4 hours, notice 2 work days in advance.
- Delivery problems of 3rd party data (Data Providers such as carriers, ports, AIS providers), where problems are not caused by Gatehouse, this includes data API and format changes from all sources.
- Force majeure event.

Notwithstanding the exclusion of the above, Gatehouse Maritime will approach and engage with issues related to or originating from any excluded circumstances in accordance with this Appendix.

The effective uptime (per month) is targeted to be 99%.

Data availability pr service

Container service: Data is scheduled to be refreshed from data sources every 8th hour. The actual refresh rate will on average be every 8th hour.

Container Snapshot service: Data is refreshed when called.

Transport Tracking service: Container data is refreshed every 8th hour. Container position when on vessel is refreshed every 15 minutes depending on current location.

Vessel Tracking service: Data is scheduled to be refreshed every hour. This includes Vessel Track Basic and Advanced Service.

Port Intelligence service: Data is scheduled to be refreshed every 12th hour.

Schedule service: Data is scheduled to be refreshed every 24th hour.

Trade Lane Analytics service: Data is scheduled to be refreshed every 24th hour.

2. Incident Severity Levels and Response & Resolution Targets

2.1 Description of Incident Severity Levels

The general definition of an incident is a single issue, problem, or symptom. Incidents are assigned a severity level. The severity level establishes the priority of the incident and is provided by customer at time of logging. Priority attention is given to the incident based on its severity. There are four (4) levels of incident severity.

Priority Level and Case Severity Definitions:

Priority	Description
Urgent	<p>Highly critical impact on a product or live environment. Customer access to the Services or the use of the Services is inoperable. A major application failure has occurred, or data integrity issues exist (i.e., there is no access to Gatehouse API), and business processes are halted.</p> <p>Catastrophic production problem which may severely impact the complete unavailability of production environment systems.</p> <p>No workaround exists.</p>
High	<p>High impact on a production or live environment. A critical business process is impaired, causing a serious disruption of a major business function. It is causing serious impact on daily functions or processing, and there is no acceptable workaround. For the avoidance of doubt, a workaround is unacceptable if for example (but not limited to) any of the following are true:</p> <ul style="list-style-type: none"> - Workaround is very labour intensive or time consuming. - Workaround affects transactions that are repeated throughout the day. - Customer have to reallocate and/or add staff to accomplish the Workaround - Workaround does not address the complete problem. - the system is functioning but at severely reduced capacity.
Medium	<p>Minor impact on a production or live environment, e.g., no data is received from a single carrier*.</p> <p>A medium to low impact problem that involves complete unavailability of one or more functionalities This may be a minor issue with limited loss or no loss of functionality.</p> <p>Work-around exists.</p> <p>This has affected at least 20% of user community within a country.</p>
Low	<p>No direct impact on the production or live environment, e.g., one or more data fields are missing from a single carrier.</p> <p>A general usage question, Incident, Service Request, Change Request, admin related queries like MIS, User authentication / creation, Password reset etc. or recommendation for a future product enhancement or modification. There is no impact on the quality, performance, or functionality of the product.</p> <p>This involves the unavailability of one or more functionality for particular set of users but less than 20% of total user community.</p> <p>Work-around may exist.</p>

* Data sources, e.g., carrier, undergo regular updates, which can result in the data source being down or the format changes. This can result in short data outages.

2.2 Description of Response and Resolution Targets

Customer responding promptly to customer requests and providing timely resolution is critical to customer Support. Incidents are responded to upon customers initial logging and each time the customer makes an update to the incident. The response targets are calculated as the time difference between the time the customer reports the incident and Support's corresponding response (either by phone, email, or Portal). Resolution targets are calculated as the difference between the time the initial incident is logged by the customer and the time an acceptable solution is provided. The resolution to the incident can be an answer to a question, an acceptable workaround, an existing code correction, or a new code correction. The response and resolution targets are based on the severity level of the incident and are defined below.

Support Policies: Service Level Agreements

Program Details	Response time
Hours of coverage	8AM-4PM Central European Time (CEST/CET) from Monday to Friday (8x5)
No. of incidents	Unlimited
Support Channels	Phone, Email, Portal
Response Time	
Urgent	2 business hours
High	3 business hours
Medium	4 business hours
Low	24 business hours
Resolution Time	
Urgent	1 business day
High	5 business days
Medium	7 business days
Low	Software release cycle

Business hours are 08.00 to 16.00 CEST (GMT+2) on business days.

Resolution time: Fix will always be initiated withing resolution timeframe and normal will be solved within the given timeframes.

3. Support Hours

A critical issue requires Customer to make qualified resources available to work with Gatehouse on the issue. If Customer is unwilling to provide such assistance, Gatehouse Maritime reserves the right to reduce the severity level to non-critical.

Please notice, Gatehouse Maritime has automatic monitoring on the OceanIO / Services, but it does not catch all incidents.

4. Service Windows

Normal scheduled service maintenance and updates will be performed regularly. These will be informed at least 2 workdays in advance and maximum take 4 hours.

Emergency maintenance may be performed with a 60-minute notice. In this context, emergency maintenance means the need to perform critical maintenance of the Services to avoid immediate, material threat to Gatehouse Ocean IO. Emergency maintenance is considered as downtime and handled based on service SLAs.

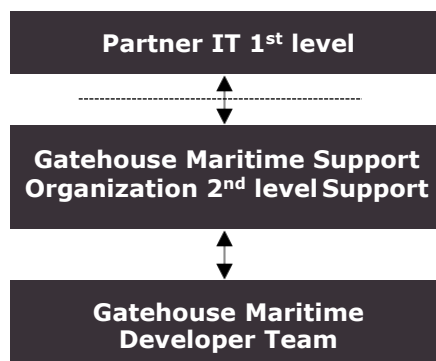
5. Support and Maintenance Services

Any system or service hosted by Gatehouse Maritime is automatically monitored to ensure the best possible up-time, and user experience. However, all users have access to the support if any problems are encountered.

Software Updates on the OceanIO are automatically added to the system, free of charge. This includes all corrections and performance improvements to the Gatehouse Maritime OceanIO services. Gatehouse Maritime Support will notify when new features and functional enhancements OceanIO services are available. Upgrading the Ocean Visibility Platform may cause scheduled downtime.

6. Technical Support Services

Customer will have access to technical support services from Gatehouse. Customer is expected to have 1st level internal user support, though any questions can be forwarded to Gatehouse Maritime Technical support as needed.



Technical support services cover the following:

1. Onboarding questions after contract signature
2. Onboarding integration
3. Clarification and reply to technical questions from Customer
4. Resolving reported issues
5. Input and suggestions

Onboarding questions after contract signature

These will be answered free of charge for up to 3 months from signature. Thereafter Gatehouse Maritime reserves the option to charge a fee of 160 €/€ for every initiated hour.

Onboarding integration

As a service Gatehouse Maritime offers onboarding assistance in the integration process at a rate of 160 €/€ pr every initiated hour. This is done by remote and can be used for helping to do the integration code, providing code snippets and so on. Response time will be longer as once request is logged, a resource will be allocated and contact the customer.

Clarification and reply to technical questions from Customer

Gatehouse Maritime will reply to technical questions, e.g., which milestones are available from carrier X. Gatehouse Maritime reserves the right to charge 160 €/€ pr initiated hour 3 months after signature if the questions are numerous.

Resolving reported issues

Issues are reported through the support mail or portal. Issues that result in a bug (something not working as intended in OceanIO) are resolved free of charge. Issues reported 3 months from contract signature and that are not issues, e.g., “why no data” where customer has deleted their transport, e.g., issues that are the customers fault, Gatehouse Maritime reserves the right to charge a fee of 160 €/€ pr initiated hour.

Input and suggestions

Input and suggestions can be submitted through the support mail or portal. Gatehouse Maritime is thankful for any input and suggestions. Response time might be longer for this category.

For requests related to the Ocean Visibility (OceanIO) Platform or Service, Gatehouse is available at:

E-mail: support@gatehousemaritime.com, link to portal [OceanIO support portal](#).

Tel.: +45 7020 1908

Support hours are Monday through Friday from 08:00 am to 04:00 pm, CET/CEST.

Gatehouse Technical Support is closed for requests regarding non-critical issues during Public Holidays in Denmark, please see: <http://www.visitdenmark.co.uk/en-gb/denmark/public-holidays>

Gatehouse will provide a standard template to fulfil for support issues.

The latest versions of these browsers are supported: Chrome, Firefox, Safari, and Edge.

Technical support services do not include such services as carrying out complete translations or developing customized procedures (including special setup files), or software for Customer.

The technical support services are limited to technical issues for the Ocean Visibility Services and does not include analysis and correction of Customer hardware and/or software.

Gatehouse offers technical services outside the scope of the Support and Maintenance Service at the standard Gatehouse prices.

Gatehouse reserves the right to claim a reasonably increased Support and Maintenance Service fee if the Support and Maintenance load on Gatehouse is increased significantly due to other 3rd party software not covered by the Support and Maintenance Services.