

SLA – Service Level Agreement

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1. Customer Communication and Emergency Hotline

1.1. Support availability and requests

Our team operates from Denmark under the UTC+1 time zone in the winter season and UTC+2 in the summer season. Any contact outside of regular business hours (Monday to Friday between 09:00-17:00, excluding Danish national holidays) is expected to be only of Aircraft on Ground (“AOG”) nature. Please note that support requests that are not of AOG matter can only be resolved during regular business opening hours.

All support requests, including but not exclusive to change requests, improvement suggestions, and issues, are required to be submitted directly to our support team via our Helpdesk channel in the following [link](#).

In case of an AOG matter, the Supplier’s Emergency Hotline can be contacted at all times via **+45 33 46 46 00**. The Customer is obliged to call the Supplier’s Emergency Hotline in case of an AOG case in addition to raising the issue in the Supplier’s allocated Helpdesk channel.

1.2. Supplier communication to the Customer

For any required communication from the Supplier side, the Customer will be informed either by direct email or phone communication to the designated Users or using the Supplier’s Helpdesk channels.

1.3. Designated Users

The Supplier reserves the right to require the Customer to define up to five (5) designated Users within its organisation, that will be eligible to directly contact the Supplier’s support centre and raise support tickets.

2. Issue Resolution

All support cases submitted by the Customer are prioritized by the Supplier according to the criteria’s Priority Definition, as defined below in section 3. Resolution time may vary depending on the amount of information provided, the prioritization, and the complexity of the issue.

In order to ensure the Supplier’s ability to support and resolve issues notified

by the Customer, it is the Customer's responsibility to provide sufficient information for issue resolution. A lack of information will prolong the resolution time.

If an issue has been identified as related or sourced in a third-party provider, the Supplier cannot provide any guarantee for resolution time and it will be the Customer's responsibility to ensure the third-party provides the Supplier with any required information to resolve the issue. Such cases may also carry additional costs in accordance with the Annual Pricelist.

3. Priority Definitions

The following classification is used in order to control the process of issue handling and prioritized the resolution work.

Definitions:

Priority 1 (Blocker)

Applies when either of the following conditions is met:

- All Users cannot log in despite a stable internet connection.
- The issue impacts at least 10% of the active fleet and includes one or more of the following:
 - Aircraft cannot take off, or the EFB cannot be used at all during the flight.
 - Users cannot download, update, or submit flights on the app
 - Critical M&B errors that result in discrepancies in computation output or broken mandatory functionalities within the module. (MAC or trim output not shown or clearly incorrect, Envelope assessment broken or not responding to actual data inputs)
 - Export failures prevent mandatory data or the entire workflow from functioning.
 - Errors in mandatory flight brief data (e.g., incorrect or missing OFP), excluding third-party errors.
 - Submitted flight data, which generates the flight report equivalent to the Journey Log, is not accessible to the customer via the portal interface.

Priority 2 (Critical)

- The issue impacts less than 10% of the active fleet and includes one or more of the following:
 - Users cannot log in despite a stable internet connection.

- Users cannot download, update, or submit flights on the app
- Critical M&B errors that result in discrepancies in computation output or broken mandatory functionalities within the module.
- Export failures prevent mandatory data or the entire workflow from functioning.
- Errors in mandatory flight brief data (e.g., incorrect or missing OFP), excluding third-party errors.
- Submitted flight data, which generates the flight report equivalent to the Journey Log, is not accessible to the customer via the portal interface.

Priority 3 (High)

Applies when either of the following conditions is met:

- Regression issues - previously resolved issues that have reappeared.
- Errors in admin tools (e.g., NEO, HTML, export).
- M&B errors are affecting non-mandatory functionalities across the fleet.

Priority 4 (Medium)

Applies when either of the following conditions is met:

- Notifications service errors for flights or loadsheets.
- Changes or updates that customers cannot perform themselves and require support (no coding involved).
- Errors in all modules that do not critically impact flight operations.

Priority 5 (Low)

- Non-critical NEO layout, report editor, or export issues that customers could resolve themselves but chose to request support assistance instead.

4. SLA Escalation and Resolution Time

4.1. Priority 1 (Blocker)

The Supplier shall work continuously until a resolution or a workaround for the issue is found. The resolution target time is three (3) hours, and the Customer is eligible to request a status update every 3 hours.

If the issue is not resolved within three (3) hours, the Customer is eligible to escalate to the Head of Support.

If the issue is not resolved within forty-eight (48) hours from the escalation to the Head of Support, the Customer is eligible for SLA compensation in accordance with section 5.

4.2. Priority 2 (Critical)

The Supplier shall aim to resolve the issue within twenty-four (24) hours.

If the issue is not resolved within twenty-four (24) hours, the Customer is eligible to escalate to the Head of Support.

If the issue is not resolved within seventy-two (72) hours from the escalation to the Head of Support, the Customer is eligible for compensation in accordance with section 5.

4.3. Priority 3 (High)

The Supplier shall aim to resolve the issue within two (2) weeks.

If the issue is not resolved within two (2) weeks, the Customer is eligible to escalate to the Head of Support.

If the issue is not resolved within one (1) month from the escalation to the Head of Support, the Customer is eligible for compensation in accordance with section 5.

4.4. Priority 4 (Medium)

The Supplier shall aim to resolve the issue within two (2) months.

4.5. Priority 5 (Low)

Issues of this priority do not have a defined resolution time.

5. SLA Compensation

The following service credit applies in case the resolution times above in section 4 are not duly met:

- Priority 1 (Blocker) : 7%

- Priority 2 (Critical) : 5%
- Priority 3 (High) : 3%

The percentage is calculated of the total monthly subscription fee of the corresponding month.

The compensation shall be claimed by the Customer within thirty (30) days of the incident and credited by the Supplier within thirty (30) days from the claim.

The above carries the following disclaimers: (a) if the issue was concluded by the Supplier to be originating from a change or malfunction of a third-party vendor, the Supplier can reject the compensation claim; (b) it is the Customer's responsibility to report and escalate any issue to the Supplier by providing sufficient information for issue resolution. Failure to provide sufficient information or follow the SLA procedures as described above, could result in compensation claim rejection. The resolution time will furthermore only be counted from the moment the Supplier received sufficient information, which is defined as information that enables the Supplier to reproduce the issue in one hundred percent (100%) accuracy.

A request to receive credit in accordance with the SLA, from the Supplier, shall not justify any withholding of payment(s) or lack of completion of payment(s) for any due amounts in due time by the Customer.

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