



Service Level Agreement and Support Policy

Support hours, priorities, response targets and service credits

Version 1.0 · Effective: 24 September 2026

This document forms part of the Agreement between Nord Node AB and the Customer. It applies where an Order Form has been signed and does not apply to use of Nord Node's website.

1. Scope

- 1.1 This Service Level Agreement and Support Policy (the "**SLA**") applies to Managed Services and forms part of the Agreement. Terms defined in the General Terms of Service have the same meaning here.
- 1.2 The SLA describes how the Customer can contact Nord Node, how requests are prioritised, and the times within which Nord Node aims to respond. Response times are commitments to start working on an issue. They are not guaranteed resolution times.
- 1.3 Tickets, response times and service level status are recorded in Nord Node's ServiceNow platform and are visible to the Customer in the customer portal.

2. Support channels and hours

Channel	Use	Availability
ServiceNow customer portal	All requests; preferred channel. Tickets, service requests, status and knowledge articles	Registration 24/7; handled during support hours
E-mail: support@nordnode.se	All non-urgent requests; creates a ticket in the portal	Registration 24/7; handled during support hours
Telephone	Priority 1 and Priority 2 issues; urgent offboarding	During support hours (Extended: see section 4)

- 2.1 **Standard support hours:** Business Days, 08:00–17:00 Swedish time.
- 2.2 Requests should be made by an Authorised Contact or a User. Requests to change access rights, create administrator accounts, reset multi-factor authentication or perform other security-sensitive changes are carried out only after Nord Node has verified the requester's identity and, where relevant, the approval of an Authorised Contact.

3. Priorities and response targets

- 3.1 Nord Node assigns a priority to each request based on its impact and urgency. Nord Node may reasonably change the priority if the circumstances change, and will inform the Customer.

Priority	Definition	Examples	Response target (within support hours)	Update frequency
P1 — Critical	A business-critical service is unavailable for the whole organisation or a large group of Users, or there is an ongoing security incident	Microsoft 365 unavailable for all Users due to a configuration issue; ransomware; suspected account takeover of an administrator	1 hour	Every 2 hours, or as agreed
P2 — High	Serious disruption for several Users, or a critical service is degraded, without a workaround	A department cannot access a shared system; failed backups for several days	4 business hours	Every Business Day
P3 — Normal	Disruption for a single User or a limited function, or a workaround is available	A User's laptop cannot print; an application error for one User	1 Business Day	As progress is made
P4 — Low	Service requests, questions and planned changes	New User account; licence change; question about settings	3 Business Days	On completion

- 3.2 Response** means that a Nord Node technician has acknowledged the request (not an automatic confirmation) and has started working on it or has contacted the requester.
- 3.3** Nord Node will work on P1 and P2 issues continuously during support hours until they are resolved or a workaround is in place, provided the Customer makes the necessary people and access available.
- 3.4** Time is measured only during support hours. A P1 issue reported by telephone at 16:30 on a Business Day with a 1-hour target must be responded to by 08:30 the next Business Day, unless Extended support applies.

4. Extended support (optional)

- 4.1** If Extended support is stated in the Order Form, P1 issues can also be reported by telephone on the emergency number given to the Customer on weekdays 17:00–22:00 and weekends 09:00–17:00, with a response target of 2 hours. Other hours may be agreed in the Order Form. Work outside Standard support hours is charged at the rates in the Order Form unless included in the Extended support fee.

5. Maintenance

- 5.1 Planned maintenance.** Nord Node carries out planned maintenance, such as patching and configuration changes that may interrupt the Services, primarily outside the Customer's normal working hours. Nord Node will notify the Customer at least 5 Business Days in advance of planned maintenance that is expected to cause a noticeable interruption.
- 5.2 Emergency maintenance.** Nord Node may carry out urgent maintenance without advance notice where necessary to address a critical security vulnerability or prevent a serious incident. Nord Node will inform the Customer as soon as possible.

6. Third-party services

- 6.1** The availability of Third-Party Services, such as Microsoft 365 and Azure, is determined by the Vendor's own service levels. Nord Node does not guarantee the availability of Third-Party Services. Nord Node will help the Customer claim any service credits that the Vendor offers.

7. Service credits

7.1 Service credits apply only if the Order Form states that they do. Where they apply:

- (a) if Nord Node fails to meet the response target for P1 issues more than twice in a calendar month, the Customer is entitled to a credit of 5% of the monthly fee for the affected Managed Services for that month;
- (b) if Nord Node fails to meet the response target for P1 or P2 issues in more than 20% of such requests in a calendar month, the Customer is entitled to a credit of 5% of the monthly fee for the affected Managed Services;
- (c) the total credit in any month is limited to 15% of the monthly fee for the affected Managed Services; and
- (d) the Customer must claim the credit in writing within 30 days after the end of the month concerned.

7.2 Service credits are deducted from the next invoice. They are without prejudice to the Customer's right to terminate for material breach, and are deducted from any damages for the same failure (General Terms section 19.7).

8. Exclusions

8.1 Response targets and service credits do not apply to failures caused by:

- unavailability of the customer portal or of Nord Node's delivery platforms caused by their providers, in which case Nord Node will accept requests by e-mail and telephone and handle them to the same response targets;
- the Customer, its Users or third parties engaged by the Customer, including failure to provide access, information or approvals;
- Third-Party Services, including outages of Microsoft 365 and Azure;
- systems or devices recorded as exceptions under the Service Description;
- planned or emergency maintenance under section 5;
- suspension under section 16 of the General Terms; or
- Force Majeure.

9. Escalation

9.1 If the Customer is not satisfied with the handling of a request, the Authorised Contact may escalate it to Nord Node's service manager, and then to Nord Node's managing director. Contact details for escalation are provided in the onboarding documentation.