Premium Support Plan MediusFlow Cloud

1. Provision of Support

We shall provide You with Premium support for the Cloud Service according to associated Order Form(s). In the Premium Support Plan We provide You with better Response Time SLA:s, including Minor Incidents and Remarks, and additional included Support Events. Unless otherwise stated in the Premium Support Plan, Provision of Support is governed by the Master Cloud Subscription Agreement.

2. Classification of Support Events

We shall classify any incoming Support Event as either Incident, Service Request or Change Request. The handling of Incidents, not clearly caused by You and unless stated otherwise in this Agreement, are included in the Cloud Service and is accordingly free of charge. Any Service Request or Change Request, unless included in any Support Plan, will be charged to You.

Incidents are classified by Us according to the below definitions.

CATEGORY	DESCRIPTION
Critical Incidents	The Cloud Service has significantly reduced functionality or performance; which is critical to Your business and no work around is available.
Urgent Incidents	The Cloud Service has significantly reduced functionality or performance and there is no acceptable work around available.
Inconvenient Incidents	The Cloud Service has reduced functionality or performance which are not Urgent Incidents.
Minor Incidents and Remarks	Minor defects or remarks from You suggesting changes in the Cloud Service in order to improve usability, to correct insignificant faults (i.e. minor faults not significantly affecting the daily use of the Cloud Service).

3. Response times

We undertake to adhere to the below target Response Times for any Incident reported by You associated with, by You accepted functionality, in the production tenant(s).

CATEGORY	DESCRIPTION
Critical Incidents	2h
Urgent Incidents	3h
Inconvenient Incidents	12h
Minor Incidents and Remarks	40h

4. Included Support Events

You shall be entitled to five (5) Support Events (maximum 2 hours per event) per month without additional charge. You cannot accumulate the entitled Support Events from one month to the next. Support Events related to Incidents not caused by You or any circumstances on Your side, will not be charged or deducted from the included Support Events.

Service contacts and tickets for guidance on MediusFlow standard functionality where no customer environment analysis is needed and the effort doesn't exceed 1 hour of work are not counted towards the included Support Events and is not charged extra.