

# RINUS FOOTBALL - SERVICE LEVEL AGREEMENT (SLA)

## Availability

The Website is available during the following service windows. Each window has its own availability percentage. The availability will be measured by KNVB.

Type:	Primetime
Service Window:	08:00 - 17:00 CET, 9 hours per day 5 days a week
Availability percentage:	99,95%
% measured per:	month
Acceptable downtime:	21,55 minutes

Type:	Non-primetime
Service Window:	17:00 - 08:00 CET, 7 days a week
Availability percentage:	99,5%
% measured per:	month
Acceptable downtime:	219 minutes

Exclusions as to said availability:

- Planned and agreed maintenance will always be performed within the non-prime time window.
- Force majeure.

## Monitoring

KNVB shall monitor the Website to ensure that the availability and the performance are and remain in accordance with this SLA and the Software Product Description. This monitoring should be performed at the hosting facility and by means of internet to check and control the internet connectivity.

## SLA reporting

KNVB shall report about:

- Availability percentages
- Overview of open and closed incidents and well as related response and solutions times
- Support activities
- Performance statistics

## Support

KNVB provides corrective support in accordance with the following service levels and during the following support windows:

<b>Normal Support:</b>	<b>During business hours and on working Days</b>
Emergency Support (prio 1 and 2):	1 working day- Best effort

Prio	Incident Description	Response time	Workaround available	Solution	Work around/ Solution beyond Business hours and outside Working Days
1	The Website does not perform any more or the processing is so slow that an operational leeway occurs.	1 hour	6 hours	5 days	No
2	The performance of the Website is limitative with an impact on the operation.	1 hour	8 hours	5 days	No
3	Daily operational problems which do not fall under the scope of prio 1 or prio2.	2 hours	3 working days	Next release or 10 working days	No
4	Incidents not falling under the scope of prio 1, 2 or 3.	4 hours	Not appl.	Not appl.	No

Working days mean a day other than a Saturday, Sunday or national public holiday in The Netherlands.

When initial contact with KNVB is made, a team member of KNVB will validate all information details relevant to the question or issue. Once all relevant information is available, the case is considered qualified. Part of this is separating issues into errors, feature requests, technical questions and other questions. A unique case number will be assigned and delivered to the contact person by KNVB, either verbally, via web request or via e-mail. This case number will be used to track any given issue from initial contact to final problem resolution.

In case of prio 1 and 2, KNVB shall without interruption during 24 hours per day work and a quick solution within the periods indicated above.

Incident and support notification:	support@rinusfootball.com
Technical contact:	support@rinusfootball.com
Emergency technical contact:	support@rinusfootball.com
Customer representative:	Joeri Houniet