

JAN 2026

SERVICE LEVEL AGREEMENT

Version SAAS V2



Annex 5 – Service Level Agreement

This Service Level Agreement (**SLA**) describes the support services to be provided by OVO-Vision in relation to the OVO-Vision Platform. In this SLA, all expressions used shall have the meaning assigned to them in the remainder of the Agreement.

1. OVO-VISION PLATFORM SUPPORT

- 1.1. Support in respect of the OVO-Vision Platform consists of uptime and support as further detailed in this SLA. Support is available via: <https://www.ovo-vision.com/support-knowledge/>. Support is provided for in the English, German and Dutch language only. Support may be provided via telephone, MS Teams access, e-mail and chat.

2. UPTIME

- 2.1. OVO-Vision shall use reasonable efforts to ensure that the OVO-Vision Platform is available for 99% per calendar month excluding (i) scheduled downtime, (ii) unavailability caused by a Force Majeure Event and (iii) unavailability attributable to Customer or Permitted Users.
- 2.2. Where the provision of maintenance activities is likely to result in downtime of the OVO-Vision Platform, OVO-Vision will use commercially reasonable efforts to perform such activities during off-peak hours. OVO-Vision will inform Customer of scheduled maintenance 1 week in advance if such scheduled maintenance is likely to result in downtime of the OVO-Vision Platform.

Uptime Service Credits

- 2.3. Unavailability of the OVO-Vision Platform outside the scope of clause 2.1 and 2.2 qualifies as an **Unavailability Event**.
- 2.4. In the event OVO-Vision fails to meet its uptime obligation during any calendar month, OVO-Vision shall forfeit an Uptime Service Credit to Customer per Unavailability Event.
- 2.5. An **Uptime Service Credit** is 25% of the OVO-Vision Cloud subscription fee due over that calendar month. Uptime Service Credits are Customer's sole and exclusive remedy in relation to the OVO-Vision Platform unavailability.

3. SUPPORT

- 3.1. OVO-Vision is available to provide support in relation to the OVO-Vision Platform. Support pertains to responding to Incidents and Problems.
- 3.2. An **Incident** is a defect of the OVO-Vision Platform that materially affects the availability, functioning and/or performance of the OVO-Vision Platform. A **Problem** is a fault in the OVO-Vision Platform, identified based on repeating Incidents with similar symptoms. Customer shall provide OVO-Vision with all reasonably required assistance and information regarding Incidents and Problems.

Service desk

- 3.3. The service desk is available via: **Support EU** : +31 475 343 165, **Support US** : +1 949 620 083 ,
- 3.4. Customer must provide the service desk with all available and reasonably requested information (including, but not limited to, documentation and data) necessary to diagnose, investigate and resolve Incidents.

Incident Management

3.5. Reported Incidents will be allocated one of the following levels of priority by OVO-Vision:

Classification	Description
P1	Critical Incident. Outage of the OVO-Vision Platform resulting in end users not being able to use the OVO-Vision Platform functionality.
P2	Substantial Incident. One or more essential functionalities of the OVO-Vision Platform cannot be used by Customer. End users are still able to use the OVO-Vision Platform functionality, but use thereof is severely restricted by the Incident.
P3	Minor Incident. Although end users are able to use the OVO-Vision Platform functionality, the available functionalities are restricted. This restriction does not materially affect the operation of the OVO-Vision Platform.
P4	User questions. Any issue regarding the OVO-Vision platform where Customer has queries or needs advice.

The classification determines the priority and level of response and resolution allocated to the Incident. OVO-Vision aims to resolve the Incident within the target resolution times set out in the table below. A solution may consist of a temporary workaround or a permanent solution.

Priority	Targeted response time*	Targeted resolution time*
P1	1 hour	8 hours
P2	3 hours	16 hours
P3	16 hours	5 working days
P4	n/a	n/a

* During working hours

The response time is the time between the moment of reporting an Incident to the service desk by Customer or the relevant user and the moment that OVO-Vision starts diagnostic activities. The resolution time is the time between the moment of reporting an Incident to the service desk by Customer and the moment that OVO-Vision implements a permanent solution or temporary workaround. The period of time that OVO-Vision is waiting for a response from will be deducted from the response time / resolution time.

In order for OVO-Vision to resolve the Incident, the Incident should be able to be reproduced or sufficient information should be available.

4. OUT OF SCOPE AND DEPENDENCIES

- 4.1. OVO-Vision may charge Customer separately on a time and material basis for maintenance, support and other services or activities performed in relation to the OVO-Vision Platform where such services or activities are not covered by this SLA or in case of:
- a) Incidents or other issues resulting from Customer's use of the OVO-Vision Platform in breach of the Agreement, documentation, instructions, or of any laws or regulations;
 - b) Incidents or other issues resulting from the use or functioning of Customer's, its customers' or end user's, or a third party's software, hardware, infrastructure, device or services;
 - c) Incidents or other issues relating to the misuse of the OVO-Vision Platform;
 - d) Incidents or other issues relating to Customer using a version of the OVO-Vision Platform that is no longer supported by OVO-Vision, as notified or reasonably known to Customer;
 - e) time spent as a result of Customer not providing OVO-Vision with all available and reasonably requested information (including but not limited to documentation and data) necessary to diagnose, investigate and resolve Incidents or other issues;
 - f) time spent due to Customer not meeting its obligations under the Agreement.
- 4.2. The Customer shall:
- a) cooperate with OVO-Vision and provide all information and documents reasonably necessary to enable OVO-Vision to perform its obligations arising from the Agreement; and
 - b) make daily back-ups of Customer Data.