

HUMLY CLOUD SERVICE LEVEL AGREEMENT EU (CLOUD SLA EU)

This document sets forth the terms and conditions of sale of HUMLY branded products and services.

Please contact cloud@humly.com with any questions.

"HUMLY" means Humly Solutions AB, having its registered offices at Sveavägen 124, 113 50 Stockholm, Sweden.

"Customer" means the entity or person that orders/subscribes for Products and/or Services.

"Service" means any chargeable services marketed as Humly Cloud

1. SCOPE

1.1 This CLOUD SLA EU is limited to paid subscriptions to the Service provided within the EU.

1.2 This CLOUD SLA EU is valid unless otherwise explicitly agreed in writing.

1.3 Terms, conditions and licence agreements apply in addition to this CLOUD SLA EU for each application running on the Service.

2. DATA CENTRE

2.1 Unless otherwise explicitly agreed with the Customer, the Service is provided from data centres located within the EU.

3. UPTIME

3.1 The Service availability during customers local office hours are 99.9%, excluding scheduled maintenance.

3.2 Scheduled maintenance must be communicated to the Customer contact person by HUMLY at least 7 days in advance.

3.3 Scheduled maintenance must not exceed 10 hours per month and should primarily be planned for weekends or between 19:00 and 07:00 on weekdays.

3.4 Downtime outside scheduled maintenance is measured from when the Customer reports the issue until it has been resolved by HUMLY in a verifiable fashion.

3.5 If availability stated in 3.1 for a certain month is not met HUMLY will, upon a written request from the Customer, extend the duration of the Service purchased by the Customer with one week without additional costs. This is the only remuneration the Customer gets in case of service downtime.

3.6 3.5 will not apply in case of Force Majeure or in case of the Customer intentionally disrupting the Service.

4. CUSTOMER RESPONSIBILITY

4.1 The Customer must regularly review any communication from HUMLY to the email account associated with the administration account of the Service as it will be the only approved channel to communicate scheduled maintenance.

4.2 The Customer shall also immediately inform HUMLY at cloud@humly.com about any disturbance or irregularity in regards to the Service.

4.3 The Customer is also responsible for restricting access to the Service to authorised users only and making sure that the Service is not used outside its intended scope..

4.4 Customer is solely responsible for configuring and setting up access and information sharing with any third party systems and is responsible for configuring and managing the applications running on the Service.
