

Support plan & Service level

Updated December 3, 2024

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1. GENERAL

- 1.1. This plan describes the support services and service level offered by Lime in connection with the provision of the Lime CRM SaaS service or software (the "Service") in accordance with the applicable Agreement. All terms and concepts not defined herein shall have the meaning set forth in the Agreement. Furthermore, this plan constitutes an integral appendix to Lime's General Terms and Conditions.
- 1.2. With the exception of Customizations, Lime provides support under this plan during the subscription period. Support for Customizations is offered during the warranty period (if applicable) and thereafter support for Customizations is handled at the current consultancy rate.
- 1.3. This plan is not applicable to consultancy services.
- 1.4. As we at Lime develop our support services, this plan of Lime's support and service level is also adapted and updated. It is always the latest published version of the plan that applies, regardless of when the Agreement was entered into. In the event of significant changes, the Customer is informed either through a message in our Service, via e-mail or similar.

2. CONTACT US

- 2.1. Lime support is available on normal working days (Monday - Friday) between 8.00 and 17.00 Central European Time ("Office Hours"). Support is provided to the contact person at the Customer who is designated as the Lime administrator. Customer may communicate its Cases (defined in section 3.1 below) with Lime through any of the following channels:

Telephone:	+46 46 270 48 00
E-mail:	support@lime.tech
Customer portal:	Lime Customer Portal: Contact our support (link)
Chat:	www.lime-technologies.com (link)

- 2.2. Lime usually responds to Cases through the same communication channel as they are received, but responses can also be given through another channel.

3. CASE MANAGEMENT

- 3.1. Support cases categorized under section 3.5; *Emergency, Critical, Major, and Minor* are further defined as "Cases".
- 3.2. All incoming Cases are logged in the Lime support system and based on this information an initial assessment and categorization is made according to the table below (section 3.5), regardless of any categorization the Customer has made of the Case. Lime therefore reserves the right to change the severity of a Case. After categorization, the Case is then delegated to the appropriate resource. In order for Lime to begin diagnostic work on the Case, the Customer must provide sufficient information for Lime to understand and identify the underlying problem.
- 3.3. Due to the wide variety of Cases received and their varying complexity, we at Lime are not able to promise specified resolution times in advance. Instead, we offer reasonable response times and to resolve Customers' issues as quickly as possible,

based on the severity and impact of the Cases. This ensures that Customers receive reliable and quality support without risking system stability.

- 3.4. Initial feedback from Lime in Cases can be expected in accordance with the response times set out below. The response time is calculated from the date and time that Lime receives the Case from the Customer, within the framework of Office Hours. Thus, for a "Minor" Case registered at 16.00 on Wednesday, a response can be expected before 15.00 on Thursday. If the Customer contacts support by telephone, the initial response time is met simultaneously.

- 3.5.

Severity level	Description	Response time
Emergency	A Service emergency means that the Customer cannot access the Service or any essential part of it, and it affects all users. <i>Examples: Complete system downtime, serious bugs stopping business-critical functions.</i>	1 hour
Critical	A critical incident or problem means that the Customer is unable to use a large part of the Service, which has a significant operational impact and prevents use, without any available solution.	2 hours
Major	A major problem that affects certain functions of the Service or its parts, seriously impairing its use.	4 hours
Minor	A minor issue that can be worked around so that the core functions of the Service can still be used and are not significantly affected. This category also includes general questions from Customers and Customer needs for guidance in the Service.	8 hours

- 3.6. Lime undertaks to:
- Acknowledge receipt of the Case;
 - Carry out diagnostic activities;
 - Inform the Customer promptly if the Problem is not due to the Service;
 - Communicate status and progress on an ongoing basis.
- 3.7. Lime can close a Case if:
- the Customer informs or confirms that the Case is resolved;
 - Lime provides a clear and direct oral or written answer to the Customer's question;
 - the Service is updated to fulfil the Documentation;
 - the Service is modified or updated in a way that solves the problem;
 - the Customer has not responded to Lime with answers to questions, despite a reminder followed by three (3) subsequent working days;

- vi. the Case concerns minor deviations, bugs or similar that are either intended to be fixed within planned and upcoming versions of the Services or that Lime has explicitly decided not to prioritize within the road-map in force at the time;
- vii. the problem is found to be related to an external product or service not provided by Lime; or
- viii. the Case involves general comments or feedback.

4. NOT INCLUDED IN LIME SUPPORT

4.1. Lime support does not include:

- i. to remedy problems arising from use that is outside the restrictions or scope of the Agreement;
- ii. instructing or training Users on Documentation or on other systems and services that may be required for the functionality of the Service (e.g. web browsers or PDF readers);
- iii. to add or manage Users;
- iv. to make customer specific customizations to the Service;
- v. to remedy faults that have arisen due to changes or modifications to the Service that have not been carried out or approved by Lime (or Lime's subcontractor) or that have arisen due to careless and/or incorrect handling by the Customer;
- vi. to remedy errors caused by a third party product/service integrated into the Service by someone other than Lime;
- vii. to remedy faults arising from a defect in the Customer's technical equipment;
- viii. support to resolve faults in networks, operating systems or other software provided by third parties (e.g. Windows, MS Office, printers, email software, etc.); or
- ix. to remedy errors caused by malicious code at the Customer.

- 4.2. Support for Service stored on Customer's own server (on-premises) is provided only for the two latest released versions. Current information can be found [HERE](#). For Cases received for older versions, the Customer will initially be asked to upgrade the Service to the latest version.

5. ESCALATION

- 5.1. Lime's support team is divided into three different levels, in order to be able to support Cases depending on priority (e.g. if the Case affects many users or a business-critical function) and depending on complexity (e.g. if the Case is technically challenging and requires expertise).

Level 1	Level 2	Level 3
First line support	Advanced support	Expert support
Handles simple and common Cases, such as password recovery, basic troubleshooting or frequently asked questions.	Dealing with more complex problems, such as integration errors, data issues or functionality bugs.	Support specialists with a development background and deep systems knowledge.
<u>Role:</u> Quickly solve problems or collect details for escalation.	<u>Role:</u> Perform deeper technical analysis and propose solutions.	<u>Role:</u> Solving complex and unfamiliar problems

- 5.2. If Lime is at risk of not meeting the response time for any reported incident, Lime management is informed in the following order:



- 5.3. If Customer (i) believes that Lime has not met the response time for any reported incident, or (ii) if the quality of support provided to Customer does not meet what can reasonably be expected according to industry practice, Customer may escalate the issue according to Lime's escalation process above.

6. AVAILABILITY AND PLANNED MAINTENANCE

- 6.1. Except for planned maintenance and updates as described under section 6.3 below ("Planned Maintenance") and in the event of Force Majeure, Lime endeavors to keep its cloud-based Service available 24 hours a day, 7 days a week, with a minimum level of 99.5 % each calendar month. "Availability" means access to the Service, and is calculated according to the following formula:

$$A = (T - M - D) / (T - M) \times 100\%$$

A = Availability

T = Total amount of minutes in the calendar month

M = Planned Maintenance minutes

D = Downtime minutes

- 6.2. "Downtime" is measured in minutes from the time the Customer reports a Case via Lime's support that the Service is unavailable and cannot be used or from when Lime first identifies the problem (whichever occurs first), until the Service is restored. Unavailability caused by the following circumstances is not regarded as Downtime:
- a) Planned Maintenance; b) Force Majeure circumstances; c) disruptions, errors or limitations in the Customer's, User's or third party's own hardware, software, network connection or bandwidth; d) Customer's breach of its obligations under the Agreement that affects Lime's delivery of the Service; e) configurations, integrations or adaptations performed by the Customer or by third parties without Lime's

approval; and f) temporary suspension of the Customer's right to use the Service due to its breach of contract.

- 6.3. Lime performs Planned Maintenance of the (cloud) Service at various intervals in order to maximize performance and security, and to provide the Customer with new functionality. Planned Maintenance may also be part of a special request or authorization by the Customer. During Planned Maintenance, the Customer has limited or no access to Lime's cloud-based Service. The Customer is notified of Planned Maintenance as soon as possible, but at least 7 days in advance, via [Lime CRM Status](#) (Link: <https://status.lime-crm.com/>). In order to minimize disruptions in use and limited access to the Service, Planned Maintenance is carried out outside Office Hours.
- 6.4. In addition to Planned Maintenance, Lime also has the right to shut down the Service with little or no notice in the event of an unforeseen emergency that poses a significant risk to Lime's operations or security (e.g. a security incident), which requires urgent handling in order to protect the Service, the Customer and/or the Users.