

WINDSIM ACCELERATOR SERVICE LEVEL AGREEMENT (SLA)

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The Cloud Service is a standardized service that is delivered "as is" and to which the Users are granted access in accordance with the Standard Terms.

WindSim and the Customer agree that the Cloud Service will not be free of errors and defects and that the improvement of the Cloud Service is a continuous process. The Customer is also aware that successful use of the Cloud Service is dependent on equipment and factors (such as sufficient internet connection), which is the Customer's responsibility. WindSim is not liable for the discontinuance or disruption of the operation of the Cloud Service caused by the lack of internet access or any third-party service the Customer needs to access the Cloud Service, including operating systems etc.

If an error or defect for which WindSim is responsible materializes, WindSim undertakes to rectify the error or defect by timelines set forth below.

Level	Category	Description	Repair time
A	Critical	- All or material parts of the Service are unavailable and critical business functions cannot be performed.	Five (5) business days
B	Serious	- The Service is able to perform standard functions, but the Service performance or functionality is severely degraded or limited.	Fifteen (15) business days
C	Less serious	- Non-critical functions do not work and this has little or no business impact.	Continuously

The repair time stated in the table above starts when the Customer has given WindSim notice of the error/defect together with sufficient information to assess the error/defect. Notice shall be given by written e-mail to support@windsim.com.

If a category A or B error/defect has not been remedied within the repair time stated above, the Customer is entitled to a period of extension of the service and must claim such extensions within 90 days after the error notification was sent to WindSim. The extension for failing to meet the repair time for category A errors shall be 14 days. For category B errors the extension shall be 7 days. For category C errors no extension is given. Total extension periods per year cannot exceed one month. The above-described extensions shall be the Customer's sole remedy for defects/errors.

A category A error lasting more than 15 days is considered a material breach. The same applies for a category B error lasting more than 30 days.

Planned downtime is not considered an error or a defect. Downtime may be necessary to perform updates or maintenance in hardware or software from time to time. Planned downtime shall always be notified at least five (5) business days in advance and shall be done outside of normal business hours (0900-1700 CET), if possible. For planned downtime for a period longer than 24 hours, notification shall be given at least ten (10) days in advance.