



Service Level Agreement

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Confidentiality

This Service Level Agreement (SLA) contains information that is business sensitive to DNV. No part of the SLA or information received during the creation of this document may be used, duplicated or disclosed for any other purpose. Any such use of DNV's information is regarded as an infringement of DNV intellectual property rights.

1 DEFINITIONS

| Expression | Meaning |
|-------------------------------|--|
| General Service Terms | The General Service Terms applicable to the Service. |
| Service | Synergi Pipeline Simulator Short Term Access |
| Service Level Agreement (SLA) | This Service Level Agreement as well as any terms referred to herein |
| Version | A Version signifies a major progression, update or change to a core software product or solution as issued by DNV. This is typically defined as the same product name with an incremental increase in version number (e.g. XX.nn.nn) |



2 PURPOSE

The purpose of this Service Level Agreement is to describe the applicable service levels for the Service delivered by DNV to the Customer, and to define the correct communication channels and procedures for error reporting.

3 DNV SERVICE LEVEL COMMITMENT

DNV undertakes to use commercially reasonable efforts to meet the service levels set out in this Service Level Agreement.

4 OBLIGATIONS OF THE PARTIES

4.1 Introduction

The parties acknowledge and accept that the achievement of service levels, the integrity of the Service and the optimisation of the Customer's use of the Service is dependent on both parties fulfilling their respective obligations set out in this section 4. These obligations are in addition to those set out in the General Service Terms.

4.2 DNV RESPONSIBILITIES AND OBLIGATIONS

- Notify the Customer of any material changes, issues and upgrades that are likely to impact the Customer's use of the Service.
- To perform emergency maintenance when deemed appropriate, it being understood that this may cause downtime outside the pre-determined maintenance schedule. DNV will use reasonable efforts to notify the Customer of any downtime due to emergency maintenance in advance.
- To offer technical support related to incident and question handling and service deficiencies.

4.3 CUSTOMER RESPONSIBILITIES AND OBLIGATIONS

- Only use the Service in accordance with what has been agreed with DNV.
- Operate backup procedures and safe storage of backups of Customer's data adequate for its business
- Secure that persons communicating with DNV according to this Service Level Agreement have proper skills and training in the Service.

5 HELPDESK

5.1 Helpdesk service

The Customer shall report all incidents and errors that the Customer becomes aware of in the Service to the helpdesk.

Support for the Service is provided to the Customer during standard business hours, which are between 08:00 and 16:00 CET and 08:00 and 17:00 EST Monday to Friday excluding Bank Holidays in the respective regions where the support hubs are located. All helpdesk requests must be sent to the relevant support e-mail address software.support@dnv.com and shall include the following details:

- Name, telephone number and e-mail address for the relevant Customer contact
- Description of the problem

- Description of any resolution attempts made by Customer
- The Customer's suggested error priority
- Supporting screen shots and log files (if any)

To the extent the Customer contacts the helpdesk with requests for support that is not related to incidents or errors in the Service, e.g. user related errors or questions regarding use or functionality, then DNV shall be entitled to charge the Customer for any support offered on a time and material basis, in accordance with DNV's applicable rates.

Support is limited to the purchased Service and does NOT include third party software or customer integrations.

5.2 Helpdesk service levels

5.2.1 Product / Application Support Requests

Issues raised against the functionality of the Service will be dealt with by the DNV support team in-line with the priorities defined in the table below:

| Priority Level | Definition of Priority Classification | DNV Commitment |
|--------------------|--|---|
| Priority Normal | Issue does not hinder day-to-day work but may affect work schedule | DNV shall, at its discretion, work on a correction of the fault or find workaround as fast as reasonable within normal working hours and may include resolutions to these issues in a future release of the Solution and/or associated documentation. |
| Priority High | Issue hinders day-to-day work and affect work schedule. | DNV shall prioritize cases at its discretion, and work on a correction of the fault or find workaround within normal working hours and include resolutions to the cases in a future release of the Service and/or associated documentation. |
| Priority Very High | Issue does not allow work to continue or severely hinders day-to-day work. | <p>DNV shall start work within next working day and continue during normal working hours until the fault is corrected, or an interim solution is provided.</p> <p>DNV shall, at its discretion, include resolutions to priority very high cases in a future release of the Service and/or associated documentation.</p> |

If DNV concludes that the error cannot be resolved using remote connection, Customer shall send all requested documentation files and database backups to DNV for debugging at DNV's premises.

If Customer fails to supply required documentation, files and databases or the remote access cannot be established due to reasons out of DNV's control, DNV cannot be held liable if follow up response priorities are not met.





About DNV

Driven by our purpose of safeguarding life, property and the environment, DNV enables organizations to advance the safety and sustainability of their business. We provide classification and technical assurance along with software and independent expert advisory services to the maritime, oil & gas and energy industries. We also provide certification services to customers across a wide range of industries. Operating in more than 100 countries, our professionals are dedicated to helping our customers make the world safer, smarter and greener.