

MIKE Cloud Support Policy

1. Introduction

This policy set out the Support services aspired by DHI under the Agreement. For the avoidance of doubt, the MIKE Cloud Terms and Conditions (the Main Agreement) also apply to the services described in this policy.

2. Uptime

DHI aspires to maintain an uptime of the System of [98]%, during the service hours set out in section 6.

DHI will strive to provide notice of any other service windows in advance. Such notice may be provided directly in the System.

3. Incident and defect reporting

Licensee has the right to report any defect in the Software to DHI. DHI will strive to remedy such defects in accordance with the terms of this policy. The services to be provided by DHI include:

- Receiving reports of defects through the DHI's hotline function detailed below.
- Problem management by managing incidents in the Software that through the incident handling become categorised as defects. The software covered is limited to the software for which, Licensee has obtained a license.
- Release management by solving defects through hot fixes or general maintenance.

Defects shall be reported to DHI's hotline support by e-mail (mike@dhigroup.com) or through support functions embedded by the MIKE Cloud software.

4. Response times

Incidents will be responded to according to the following classification, and DHI will strive to meet the following response problem solving initiation times:

Incident type	Response time	Start of problem solving
Operational incidents ¹	24 hours within applicable service hours	Within 4 days within applicable service hours
Slight incidents ²	5 days within applicable service hours	Within 20 days within applicable service hours
Other types of queries	10 days within applicable service hours	N/A

¹	Incidents that after initial analysis can be categorised as inhibiting for the Licensee's use of material parts of the system and for which a work-around either a) does not exist or b) will cause major inconvenience.
²	Incidents that after initial analysis can be worked around without major inconvenience or only hinder use of immaterial parts of the system.

After initial analysis the applicable classification will be agreed between DHI and Licensee.

5. Incident Handling Process

The incident handling process is as follows:

- Licensee reports an incident via the contact information provided under section 2 above.
- DHI's hotline service registers the incident, replies to the Licensee with an incident id and forwards the incident to an appropriate incident handler.
- The incident handler analyses the incident, potentially verifies it and categorises it. This may lead to communication with the Licensee.
- The incident handler initiates the problem solving. This may lead to communication with the Licensee.
- Incident resolution is communicated to the Licensee through DHI's hotline service.
- The hotline service closes the incident.

6. Service hours

Services are provided during the following service hours excluding bank holidays in Denmark (all times are Danish):

Service Level	Days	Time
Bronze	Monday to Friday	from 9:00 to 16:00

7. Licensee Requirements

DHI may require the collaboration of and/or information from Licensee in order to solve any technical issues and errors in the Software. Licensee must provide such necessary collaboration and information as reasonably requested by DHI in order for DHI to be able to provide its support services