

## Appendix 2 to Cobuilder Platform General Terms and Conditions: Service Level Agreement

### 1. Service Agreement

This agreement (“**SLA**”) regulates the detailed service parameters on a daily operational level to enable the performance of the agreement between the Customer and Cobuilder regarding the Cobuilder Platform.

The SLA forms an inherent part to the General T&C for the Cobuilder Platform. It defines details on the service levels, response times, availability guarantees, and maintenance schedules applicable to the Cobuilder Platform.

In the event of any conflict between this SLA and the General T&C, the General T&C shall prevail, except where this SLA specifically provides a higher standard of service or stricter obligations on Cobuilder.

#### 1.1. Service Scope

The following applications are covered by this SLA: **Cobuilder Collaborate, Cobuilder Supply (prev. goBIM), Cobuilder Supply SDS, Cobuilder Connect, Cobuilder Require (prev. Link), Cobuilder API, Cobuilder App and Define**, herewith referred to individually or cumulatively as **the Applications**.

#### 1.2. Customer Requirements

Customer responsibilities and/or requirements in support of this SLA include:

1. Adherence to any related policies, processes and procedures.
2. Appropriate incidents and/or request prioritization as outlined below.
3. Advanced scheduling of all service-related requests and other special services.
4. Reasonable availability of business unit representative(s) when resolving a service-related incident or request.

#### 1.3. Cobuilder Requirements

Cobuilder responsibilities and/or requirements in support of this SLA include:

1. Meeting response times associated with service-related incidents.
2. Appropriate notification for all scheduled maintenance.
3. Facilitation of all service support activities involving incident, problem, change and release.

### 2. Service Management

Effective support of in-scope services is the result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

2.1. Working hours

Coverage parameters specific to the service(s) covered in this Service Level Agreement are as follows:

- 1. 8:00 -17:00 CET, Mon-Fri, excluding public holidays in Norway
- 2. Automated service monitoring, 24x7, 365 days per year

2.2. Service Measurements

The following measurements will be established and maintained by Cobuilder to ensure optimal service provision to the client:

Measurement	Definition	Performance Target
Application Availability	Percentage of time Application is available outside of maintenance window and during working days, Mon-Fri, 8:00 – 17:00 CET, excluding Public Holidays in Norway	99 % availability.

2.3. Service Requests

In support of services outlined in the SLA, Cobuilder will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- Expected **response times** for acknowledgement of a service request or reporting an incident

Priority	First time response [business hours]
<b>Critical</b> [System is inoperable, inaccessible, or critical interface has failed; Customer data loss; Confidentiality or privacy breach]	30 minutes

Priority	First time response [business hours]
<b>High</b> [Large number of users are affected; business is interrupted, or service delivery is affected; Core functionality is significantly impacted]	2 hours
<b>Medium</b> [Loss of system functionality resulting in low business impact]	4 hours
<b>Low</b> [A minor issue that does not adversely impact any process or functionality that may be seen more as an inconvenience that requires a minor workaround to restore functionality]	8 hours

- Expected **resolution time** for the request and incidents [business hours]

Resolution time Incidents [Target 80% fulfillment]	
<b>Critical Incidents</b> [System is inoperable, inaccessible, or critical interface has failed; Customer data loss; Confidentiality or privacy breach]	4 hours
<b>High Incidents</b> [Large number of users are affected; business is interrupted, or service delivery is affected; Core functionality is significantly impacted]	16 hours
<b>Medium Incidents</b> [Loss of system functionality resulting in low business impact]	72 hours
<b>Low Incidents</b> [Minor issues that does not adversely impact any process or functionality that may be seen more as an inconvenience that requires a minor workaround to restore functionality]	72 hours or according to company roadmap

Resolution time Requests [Target 90% fulfillment]	
<b>Standard service request</b> [User request for information or advice, or for a standard change, or for an access to an IT-service]	24 hours
<b>Complex service request</b> [A request that involves special activities to be undertaken to fulfil the request]	60 hours

#### 2.4. Service Maintenance

- Maintenance windows that result in downtime longer than 1h will be announced 1 month in advance.
- Maintenance related to recovery of the service during critical incidents may be carried out with a shorter notice period or may not be announced.

Cobuilder, 1 April 2025