

SUPPORT SERVICES POLICY

Showell Admin availability (“Uptime”): 99.5% / month, excluding planned downtime during service windows (currently 1st Sunday of a month, 00:00-06:00 GMT +2).

Showell App is available (for offline browsing and presenting) even if Showell Admin is down.

Critical security-related updates may be conducted outside service window (not counted as downtime).

Customer support is available during working days (Monday – Friday excluding public holidays in Finland) between 9:00-17:00 (+2 GMT) by email.

Showell will respond to incidents and requests submitted by the Client within the following time frames (during Business Hours):

- **High:** Within 0-4 hours. Incident type: Critical problems that completely prevent the use of Showell Admin (each a “Critical Problem”).
- **Medium:** Within 24 hours. Incident type: Problems that don’t completely prevent the use of Showell Admin totally, but affect usability, some of the features of the Service may not be available.
- **Low:** Within 5 working days. Incident type: Small bugs, user interface problems or minor usability issues.

If a Critical Problem has been caused by a reason attributable to Showell and has not been caused by Client Data, agreed installation, change or maintenance work, force majeure or another acceptable reason, and as the exclusive remedy of the Client, the Client is entitled to a service credit against future invoices for a Critical Problem as follows:

Duration of Critical Problem	Credit
0–1 h	No credit
1-4 h	10% of the monthly service fee
Over 4 h	20% of the monthly service fee

The credit payable shall be determined on calendar monthly basis by a written request from the Client within 30 days from the occurrence of a Critical Problem and shall be provided to the Client in the Client’s next invoice and deducted from the recurring fees charged for the Service.