

Sword Sports & Events

Sword Venue

Software Terms

Service Level Agreement

Sword Sports & Events and its affiliates

Route de Crassier 7

CH-1262 Eysins

Switzerland

## Introduction

Sword has the right and title to license the Software, and has agreed to grant to the Customer a licence to use the Software on the terms and conditions set out in an Agreement, and to provide Services on the terms and conditions of the related Agreement.

This document describes the standard **Service Level Agreement**.

- 1** Sword maintains an e-mail address for all requests regarding technical support:  
[SupportVenue@sword-group.com](mailto:SupportVenue@sword-group.com)

The support may be used by the Client to report errors in the solution and for technical assistance in connection with the operation of the Software. The support is provided online.

The support will be provided during Standard Support Hours: on Swiss Working Days from Monday to Friday 8AM CET to 5PM CET, in accordance with the severity levels listed below.

- 2** The following conditions are not covered by the technical support:

- 2.1** Any problem that stems from unauthorized changes to or modifications in solution.

- 2.2** Any problems / errors that results from of the solution's integration with other software, where the integration is not performed by Sword or was conducted following Sword's instructions.

- 2.3** Conduction of the support tasks mentioned in a and b mentioned support tasks will be invoiced at the hourly rate for consultancy as described in the Agreement and/or quote related to the Agreement.

- 3** In case of Client will issue a report by email to the technical support including following information:

- User name (login)
- Date of incident (Day, Hour, Minute)
- Error message if displayed by application
- Description of previous actions before the error (or simply "How to reproduce it")
- Can the user reproduce the error? (every time, once or "randomly" (specify frequency)
- If resources are required for reproducing the action, please specify (for example, for a file upload: filename, extension, file size...)
- Provide Screenshot if possible
- Application log information, if available.

**4** Sword will ensure following actions according to severity of the incident :

Severity	Response time	Impacts on User	Actions
1	6 hours from receipt of the error report.	All Service Users impacted or Service totally unavailable.	Sword analyses the error regardless of whether the error is directly attributable to the solution. The support must be conducted in cooperation with the Client or a person assigned by the Client. The work continues ceaselessly to circumvent the error, after which downgrading to 2 can happen.
2	12 hours from receipt of the error report.	Small group of Service Users or poor performance of the Software.	Sword priorities the support task - within daily working hours - to circumvent the error, after which downgrading to 3 can happen.
3	24 hours from receipt of the error report.	Few Service Users or interference with normal completion of work.	Sword priorities the support task - within daily working hours - to circumvent the error, after which downgrading to 4 can happen.
4	36 hours from receipt of the error report.	Correction of the inappropriateness or work is not impossible to complete.	Sword works on the task assignment and releases fixes in bulks.

**5** Third parties involved.

For additional terms of use or service level agreements, please consult the applicable conditions from third parties involved:

- Google Maps Platform (links provided below are subject to changes)
  - o [Terms of Services](#)
  - o [Service Level Agreements](#)
- AWS - Amazon Web Services (links provided below are subject to changes)
  - o [Terms of Services](#)
  - o [Service Level Agreements](#)