

# Visma TransPA Service Level Agreement

## 1 DEFINITIONS

All defined terms in this SLA shall have the same meaning as set out in the TOS, unless otherwise defined herein.

## 2 SERVICE AVAILABILITY

### 2.1 Availability

Availability means that it is possible to log into the Service. The Service shall be available for login 99.7 % of the time when measured 24 hours 7 days a week over a period of 30 days. The Supplier will take all reasonable measures in terms of redundancy, monitoring and platform management which are necessary to provide the agreed level of Availability.

### 2.2 Service Credits

The following service credits shall apply if the Availability is less than 99.7 %:

Monthly Achieved	Availability	Credit
between 97 and 99.69 %		3%
between 96 and 96.99 %		6%
between 95 and 95.99 %		9%
less than 95 %		12 %

Service Credits are a percentage of the monthly Subscription Fee. A Customer must make a claim for any service credit due within 60 days of the end of the applicable month. Service credits will be credited to the next invoice issued to the Customer after the claim.

## 3 INCIDENT MANAGEMENT

### 3.1 Support Coverage

Normal office hours for support: 08:00-16:30 (CET)

**Note: Support for non-critical issues depends on your support package.**

**See in your agreement.**

Outside office hours: 16:30-08:00 (CET)

Weekends & Holidays 24 hours all year

Visma phone (VITC) Phone: +46 406887669 (English speaking only)

**Note: Only for critical issues with product such as ongoing downtime.**



### 3.2 Incident Notification

Incidents are reported by telephone or e-mail to Customer Success (see 3.4 Incident Management) and incidents with high or medium impact on several customers can be tracked as stated on [Visma TransPA page in Community](#).

A customer can subscribe to the status page [status.visma.com](https://status.visma.com) (planned maintenance / downtime - for all Visma products) and [Visma TransPA Status page](#) in order to get notifications on topical issues, ongoing disturbances, planned maintenance or downtime.

### 3.3 Security Notification

In the event of a data security breach affecting the Customer, the Supplier will notify the customer. A data security breach involving Personal Data will be notified in accordance with applicable privacy legislation.

### 3.4 Incident management

Incident means an event whereby the Service is not operating as specified in the functional description, and (if raised by the Customer) notified to Supplier via Customer Success. All topical incidents are assigned a unique case reference number and categorized by severity.

## 4 RELEASES

### 4.1 Releases

Release means a change or enhancement in the functionality of the Service and/or the delivery of new features and functionality, or amended features and resolutions to Defects. Releases will be made available continuously. There may be some need for configuration and additional user training in order to obtain the maximum benefit of a Release. Documentation will be made available to Customers via the Supplier community portal.

### 4.2 Scheduled releases

On rare occasions there is need for larger releases, where the Service needs to be taken down temporarily. These releases are always done outside office hours (17:00-08:00 CET) and The Supplier agrees to provide at least 2 days' prior notice for any scheduled Release. Notification is visible on [status.visma.com](https://status.visma.com).

Down time caused by a planned release will not be counted as deviations from agreed level of Availability.

## 5 TECHNICAL SERVICES

### 5.1 System Backup

It varies between 7 or 35 days per individual database.  
Transaction log backup happens approximately every 10 minutes.

## 5.2 Penetration Testing

The Service is penetration-tested annually by an internal security team. All findings are categorized and prioritized by the development team based on security practices.

## 5.3 Browser Support

Details of supported browsers can be found [here](#)