



# Data & More

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Service Level agreement 2026-04

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## 1. PREAMBLE

The Data & More solution is a data compliance solution that will classify, verify and delete non-compliant data. The solution is not considered a business-critical solution, and if the solution is off-line for short periods this will have minimal or no effect on meeting clean-up deadlines, as the solution often has several weeks or longer to identify potential non-compliant data before they meet the threshold for deletion. The service levels are made to match the relevant level of service for a solution that is not business critical.

## 2. STANDARD SUPPORT

Standard Support is included with every Data & More license subscription at no additional cost. It covers the baseline services needed to use the solution.

Standard Support includes:

- Access to the Data & More support portal and email support during Business Hours
- Access to the online knowledge base, documentation, FAQs, tutorials and training materials
- Response to Support Cases within the Standard Support target response times set out in Table 1
- Best-effort resolution of Support Cases in accordance with Table 2
- Up to four (4) Named Support Contacts
- Support for the current version of the solution
- For SaaS-hosted customers: automatic upgrades to new major releases at no additional cost (see Upgrades below)
- Hours spent are billed according to contract

## 3. ADDITIONAL: DATA & MORE PLUS SUBSCRIPTION

The Plus subscription is an optional upgrade to Standard Support, provided for the fee stated in the software subscription agreement. If the customer has chosen that the Plus Subscription is part of the software subscription agreement it includes everything in Standard Support, plus the additional activities listed in this section, the related hours and assistance, and the faster response times shown in Table 1. The purpose of the Plus subscription is to ensure that customers receive the ongoing assistance they need to get the maximum value from the solution.

The Plus subscription covers the standard services involved in technical implementation, kick-off meetings, workshops, configuration, setting up exceptions, ongoing support, and training of the customer's support team. It also includes help with insight requests, monitoring of files marked as false positives or false negatives, and continuous updates and improvements to the standard classification.

If a customer has tasks that fall outside the standard activities of the Plus subscription (e.g., custom code development or other highly specific work), Data & More will notify the Customer that the work falls outside the subscription and will agree with the Customer on how to proceed. Unless Data & More provides such notice, all support, including hours spent, is included in the Plus subscription.

Standard Plus subscription activities include:

## **COORDINATION**

- Meeting notice
- Follow-up
- Status

## **ENGINEERING AND INFRASTRUCTURE**

- Infrastructure meetings
- Setting up environment for the solution
- Connecting data sources and accounts
- Continuous monitoring and optimization of performance
- Upgrading the solution for new versions

## **CONFIGURATION, OPTIMIZATION, AND CLEANUP**

- Kick-off meetings, workshops, ad-hoc meetings, and status meetings
- Introduction to the solution
- Configuration and setup
- Source handling
- Exceptions handling
- Deletion rules configuration
- Help assigning custodians to sources that do not have a clear owner (e.g. file drives)
- Customer-specific texts for employee email
- Setting up Employee Cleanup Summary
- Setting up Overview for the compliance manager
- Setting up the built-in Analytics
- Provisioning for the send out to end-user
- Optimizing the configuration for send out
- Status from send out
- Possible training of customer support function

## **INSIGHT REQUESTS**

- Discovery of datasets by insight requests based on search criteria
- Overview for the Compliance Officer with the found datasets

## **SUPPORT**

- Ongoing support and answers to questions
- Access to support documentation and videos
- Access to the support ticket system

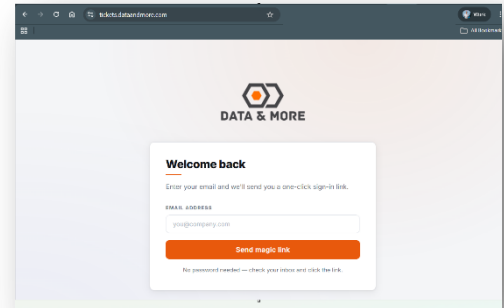
## 4. DATA & MORE SUPPORT SYSTEM

Data & More provides a support system comprising a ticket portal, an online knowledge base, and a defined process for raising Support Cases. The components are described below.

### SUPPORT TICKET PORTAL

Data & More provides a staffed support portal to support Customer's Named Support Contacts. See "Support Cases" below for more information. "Named Support Contacts" means a Customer representative who has been part of the Data & More implementation process or has otherwise been trained in Data & More solution.

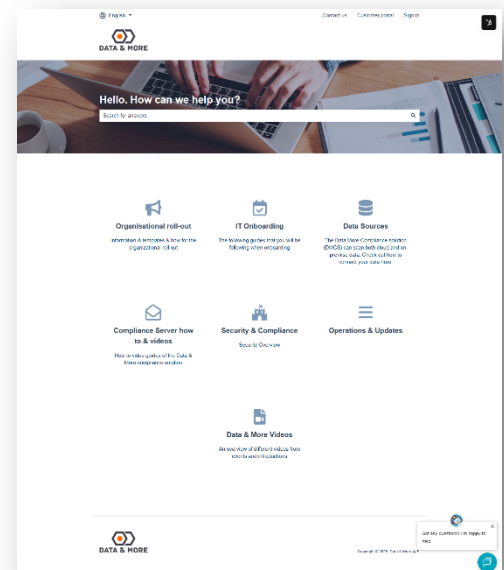
<https://tickets.dataandmore.com>



### KNOWLEDGE BASE

Data & More's online documentation includes technical documentation, FAQs and articles. Documents cover a range of Data & More construction levels and topics, relevant conceptual articles, tutorials, training materials and more.

<https://support.dataandmore.com/en/knowledge>



### SUPPORT CASES

Incidents and questions should be reported through the support portal or by e-mail to: [support@dataandmore.com](mailto:support@dataandmore.com)

Support Cases can always be reported to Data & More, and each Support Case will be responded to in accordance with the Service Levels set forth in Table 1 below. Only Customer Named Support Contacts may open Support Case, and Customer may only have up to four (4) Customer Named Support Contacts at any given time.

The Support Case shall contain, to the extent known, applicable and/or possible:

- (i) the name of the Solution to which Customer is subscribed.
- (ii) the name/type of affected incident.
- (iii) Customer contact name, email address if available, telephone number.
- (iv) the nature of the problem, a description of the problem and Customer's classification of the problem.

Customer will provide Data & More with as much information as possible to enable Data & More to investigate and attempt to identify and verify the reported maintenance issue.

Customer will work with Data & More support personnel during the investigation of Support Case, as reasonably needed and in a timely manner.

## **SUPPORT LIFECYCLE**

Data & More shall support the current version of the solution. Customers with older versions must upgrade to the current version to receive support.

## **5. SEVERITY LEVELS, TARGET RESPONSE TIMES, AND SUPPORT TICKET RESOLUTION**

Data & More categorizes Support Tickets by the business impact of the incident or question on the Customer, using the Severity Levels defined in Table 1 below. Table 1 sets the target response times for each severity under Standard Support and the Plus subscription; Table 2 sets the corresponding resolution commitments.

## TARGET RESPONSE TIMES

Data & More shall provide an update on the investigation, resolution, or escalation of the Support Ticket within the response times set out in Table 1 below based on the Severity (as defined below) of the Support Ticket.

**Table 1: Severity Levels and Target Response Times**

Severity Level	Criteria	Standard Support	Plus Subscription
<b>Critical</b>	<b>Meets all the following criteria:</b> <ul style="list-style-type: none"> <li>- Severely impacts the production environment and sending out reports on schedule</li> <li>- A continuous or near continuous outage with no workaround possible</li> </ul>	<b>2 Business Days (email)</b>	<b>8 Hours (Phone &amp; email)</b>
<b>Medium</b>	<b>Meets one of the following criteria:</b> <ul style="list-style-type: none"> <li>- In production environment, does not critically affect business operations</li> <li>- In production environment, impact of the problem is alleviated by the availability of a workaround</li> <li>- In a non-production environment, causes impact on development or implementation activity, such as affecting future project plans, or preventing the development or implementation team from working on the project.</li> </ul>	<b>3 Business Days (email)</b>	<b>1 Business Day (Phone &amp; email)</b>
<b>Low</b>	<b>Meets one of the following criteria:</b> <ul style="list-style-type: none"> <li>- In a production environment, causes minor or no impact on business operations or visitor experience.</li> <li>- In a non-production environment, causes moderate or minor impact on development or implementation activity.</li> <li>- Issues that do not meet any of the higher severity criteria.</li> </ul>	<b>5 Business Days (email)</b>	<b>5 Business Days (Phone &amp; email)</b>

## SUPPORT TICKET RESOLUTION

Data & More will seek to address a Support Case in accordance with the standards set out in Table 2 below. Upon the Effective Date of the Support Agreement, Data & More shall provide Customer with contact information for issue escalation.

**Table 2: Severity Levels and Support Ticket Resolution**

Severity Level	Standard Support	Plus Subscription
<b>Critical</b>	Data & More will make best effort to work on the problem during Business Hours until it has been resolved or a workaround has been provided.	Data & More will continue to work on the problem until it has been resolved or a workaround has been provided.
<b>Medium</b>	Data & More will make reasonable efforts to resolve the problem or provide a workaround.	Data & More will make reasonable efforts to resolve the problem or provide a workaround.
<b>Low</b>	Data & More will make reasonable efforts to resolve the problem or provide a workaround if such a problem has not been resolved in the next maintenance release of Data & More Software.	Data & More will make reasonable efforts to resolve the problem or provide a workaround if such a problem has not been resolved in the next maintenance release of Data & More Software.

Business Days are calculated as any day other than a Saturday, Sunday or national holidays.

Business Hours are calculated as follows:

Europe: 09:00–16:00 (CET). Business Hours for other regions, if applicable, are set out in the software subscription agreement.

## 6. MAINTENANCE WINDOWS

### **SCHEDULED MAINTENANCE**

Data & More may perform scheduled maintenance on the hosted solution to deploy upgrades, patches and infrastructure changes. Scheduled maintenance is normally carried out outside Business Hours and is announced in the support portal at least five (5) Business Days in advance. The solution may be unavailable during scheduled maintenance windows; such downtime does not count as a Support Case. Customers may request specific maintenance windows by contacting Data & More support.

### **EMERGENCY MAINTENANCE**

Data & More may perform emergency maintenance without advance notice where required to address a security vulnerability, prevent data loss, or restore service. Data & More will notify affected customers as soon as reasonably practicable and limit the duration and scope of any emergency maintenance to what is necessary.

### **ON-PREMISE CUSTOMERS**

Customers who host the solution themselves are responsible for scheduling and performing maintenance on their own environment. Data & More will make releases and patches available through the standard distribution channels.

## 7. UPGRADES

### **UPGRADES INCLUDED ON A HOSTED SOLUTION (SAAS) AND ON-PREMISE**

When a major upgrade is released, the solution must be updated. The new release often contains additional functionality to help organizations with data compliance - and correction of bugs (if relevant).

- For customers where the solution is hosted by Data & More, time spent on upgrades is included in the software subscription.
- For customers who host their own Data & More solution, upgrade assistance is included in the Plus subscription. Where upgrades cannot be applied automatically, additional hours are billed at Data & More's then-current hourly rate.

## 8. ADDITIONAL : DATA & MORE CUSTOM CLASSIFICATION SUBSCRIPTION

The Custom Classification subscription covers all hours and assistance Data & More spends with the Customer to build and maintain customer-specific classifications. The additional fee specifically this extra Custom Classification subscription must be stated and priced in the main software subscription agreement, if the customer would like this service.

The purpose of the subscription is to extend the standard classification with classifications that are specific to the Customer's data, documents and business needs. Custom classifications are built in cooperation with the Customer and validated before being put into production.

The Custom Classification subscription includes:

- Workshops in which the Customer defines which custom classifications are needed and provides example files representing each type
- Development of the custom classifications by Data & More based on the examples and requirements agreed in the workshops
- Validation workshops to review and refine the custom classifications with the Customer before deployment
- Ongoing maintenance of the custom classifications, including adjustments based on end-user feedback on false positives and false negatives
- Continuous tuning of the classifications as the Customer's data and requirements evolve

Custom classifications require ongoing maintenance as end users interact with classified files and flag false positives and false negatives. The Custom Classification subscription is therefore an ongoing service for the duration of the software subscription.