

Service Level Agreement

Table of Contents

- 1. Introduction 3
- 2. Definitions 3
- 3. Service Levels 4
 - 3.1 System Availability 4
 - 3.2 Incident Priority Matrix 4
 - 3.3 Service Credits 5
- 4. Logging an Incident or Request 6

Introduction

Quibim will use commercially reasonable efforts to maximize the availability of the Eligible Products and provide performance standards as detailed below.

This Service Level Agreement (“**SLA**”) applies only to Eligible Products hosted on Microsoft Azure.

Definitions

“**Eligible Products**” refers to advanced analysis software tools available in the Quibim portfolio, including QP-Prostate®, QP-Brain®, QP-Liver® and QP-Insights®.

“**Force Majeure**” means any events or circumstances, or any combination of such events or circumstances, generally accepted principles, including, without limitation, acts of God, floods, terrorist attacks, embargo, war, nuclear, chemical or biological contamination or sonic boom.

“**Scheduled Uptime**” means the total minutes in a month that the service should be available.

“**Downtime**” is defined as the total number of minutes during the month that the entire service was unavailable due to un-scheduled downtime and emergency maintenance. A minute is considered unavailable if all of your continuous attempts to establish a connection to the QP-Care cloud platform within the minute fail. Downtime does not include partial minutes of unavailability or scheduled downtime for maintenance and upgrades.

“**System Availability**” means the percentage of time in a month that the Eligible Products are available.

“**Incident**” means the inability of the Eligible Products to operate in accordance with the Documentation.

“**Response**”. Quibim will respond to a reported incident, making its best efforts to respond within the time set out in the Incident Priority Matrix below (calculated from the Ticket Creation Time).

“**Resolution**”. Quibim will restore the service (getting the customer working again using whatever means necessary and fixing the underlying problem afterward), making its best efforts to resolve within the time set out in the Incident Priority Matrix (calculated from the Ticket Creation Time until Ticket Resolution).

“**Ticket Creation Time**” means the time the ticket is logged by an End-User with Quibim’s helpdesk.

“**Ticket Resolution**” means the time Quibim informs End-Users that an incident has been resolved.

“**Working Day**” refers to any day on which banks are ordinarily open for the transaction of normal banking business in Valencia (Spain) or NY (USA). The cities to be mentioned will depend on CS resources.

Service Levels

System Availability

The Objective for System Availability: 99.5 %

The following exceptions shall apply to the calculation of the performance percentage:

- I. Scheduled maintenance windows.
- II. Any force majeure event, including but not limited to natural disasters, war, acts of terrorism, or government action.
- III. Third-party’s failures, such as cloud infrastructure or third-party services.
- IV. Network failures external to Quibim’s control, including ISP outages.
- V. End-User equipment, software, or network configurations.
- VI. Misuse, unauthorized modifications, or use of the Eligible Products outside the terms of the Agreement.

A = % Availability.

B = Scheduled Uptime (60* hours per day * days per month).

C = Downtime in minutes.

$$A = \frac{(B - C)}{B} * 100$$

Quibim will not consider any delays, obstructions, or issues caused by the End User or third parties that affects Quibim’s ability to solve problems promptly as downtime.

Incident Priority Matrix

Quibim will provide support services on working days, Monday through Friday, from 08:00 to 18:00 Central European Time and Eastern Time.

Severity	Effect on Service	Service Level Objective
Highest	Problem associated to unexpected results that potentially pose a risk to patient management	Response SLA: 95% in < 1h; 5x10 Resolution SLA: 95% in < 4h; 5X10

	<p>(e.g. incorrect, inadequate or imprecise results).</p> <p>Eligible Product security problem associated with unauthorized access, loss of confidentiality, integrity, availability, or data.</p>	
Severity 1 (High)	<p>Production use of an Eligible Product is stopped or so severely impacted that the End-User cannot continue work or is strongly impaired; all users of the Eligible Product are affected.</p> <p>e.g. Azure downtime, global issues sending studies / receiving results.</p>	<p>Response SLA: 95% in < 2h; 5x10</p> <p>Resolution SLA: 95% in < 4h; 5x10</p>
Severity 2 (Medium)	<p>Notable incidents on a running Eligible Product. Eligible features are unavailable with no acceptable workaround. Production use of the Eligible is continuing in some areas.</p> <p>e.g. results not available for multiple studies, unable to send/upload multiple studies for analysis, issue with users' access.</p>	<p>Response SLA: 95% in < 4h; 5x10</p> <p>Resolution SLA: 95% in < 48h; 5x10</p>
Severity 3 (Low)	<p>Moderate incidents on a running Eligible Product – some Eligible Product features are unavailable to a limited number of users.</p> <p>e.g. results not available for isolated studies, unable to send/upload specific studies for analysis</p>	<p>Response SLA: Next Business Day (NBD)</p> <p>Resolution SLA: 90% in < 8 Working Days</p>
Severity 4 (Lowest)	<p>Request information, cosmetic software defects, requests for documentation, clarification regarding the Eligible Product, but there is no impact on the operation of the Eligible Product.</p>	<p>Response SLA: Next Business Day (NBD)</p> <p>Resolution SLA: 90% in < 16 Working Days</p>

Service Credits

Service credits will not be awarded under this SLA.

Logging an Incident or Request

You must submit a support ticket to Quibim immediately upon becoming aware of any event that affects System Availability.

The Quibim Service Desk will be available 24/7 to log any incident or request.



Service Desk <https://quibim.atlassian.net/servicedesk/customer/portal/3>

To request your login credentials and access instructions, please contact us at:



Email: support@quibim.com



Phone: +34 628 319 540 / +34 689 979 934

Quibim Headquarters | Spain

Avenida Aragón 30, 13th floor,
Office I - J
46021, Valencia
Phone: +34 96 124 32 25

Quibim Madrid | Spain

Calle de Alfonso XII, 62, 3rd floor,
Office 3055
28014, Madrid
Phone: +34 96 124 32 25

Quibim Barcelona | Spain

Via Augusta, 123, 7th floor,
Office 708
08006, Barcelona
Phone: +34 96 124 32 25

Quibim Cambridge | UK

184 Cambridge Science Park, Milton Road
Milton, Cambridge, CB4 0GA
Phone: +34 91 076 71 68

Quibim New York | USA

230 Park Avenue, Spaces
Office 423
New York, NY 10169
Phone: +1 858 449 1871