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This Schedule A defines the scope, service levels, and operating rules for Flinker support plans ("Support Plans"). It supplements the **Flinker Services Terms** (the "Master Terms"). Capitalized terms not defined here have the meaning set out in the Master Terms.

Applies to: Enterprise Basic Support Plan, Enterprise Plus Support Plan, Success Hours (if purchased)

1. Purpose and Structure

1.1 Purpose. This Schedule A defines the scope, service levels, and operating rules for Flinker support plans ("Support Plans"). Support Plans are intended to provide **reactive L2/L3 product support** for licensed Flinker applications in a Microsoft 365 environment and (if purchased) **prepaid advisory services ("Success Hours")** for non-incident requests.

1.2 Plan-specific entitlements. Support is provided according to the purchased Support Plan(s) described in the applicable order form, quote, subscription, or statement of work (each an “Order”).

1.3 No service credits (V1). Unless explicitly agreed in an Order, service level targets in this Schedule A are **targets** and do not create service credits, penalties, or liquidated damages.

2. Support Plans Overview

2.1 Enterprise Basic Support Plan (Reactive L2/L3). Reactive L2/L3 support for **Incidents** and **Bugs** in **Production** for licensed Flinker applications, during **Business Hours**, excluding L1 end-user support.

2.2 Enterprise Plus Support Plan (Upgrade). Enhanced reactive L2/L3 support for Production Incidents with faster response targets, higher priority handling, increased capacity, and (where applicable) post-incident review for P1 events.

2.3 Success Hours (Advisory / Enablement) – optional add-on.

Prepaid advisory hours for **Service Requests** (non-incident), such as guidance, reviews, enablement, and non-break/fix requests, as defined in Section 10.

2.4 Start of service. Unless otherwise stated in an Order, Support Plans start at the customer’s **Production go-live** date for the relevant Flinker application(s).

3. Definitions

3.1 Business Hours means Monday to Friday, 09:00–17:00 CET/CEST (Berlin time), excluding public holidays in Germany, unless otherwise stated in an Order.

3.2 Production means the customer’s live operational environment used for business operations (as opposed to test, development, or staging environments).

3.3 Incident means an unplanned interruption or material degradation of Production functionality attributable to the Flinker product (or its supported configuration) that prevents or materially impairs intended use.

3.4 Bug means a reproducible deviation of the Flinker product from its documented behavior.

3.5 Problem means the underlying cause of one or more Incidents.

3.6 Service Request means a request that is **not** an Incident or Bug, including “how-to”, usage guidance, advisory questions, configuration guidance, enablement, optimization, documentation, workshops, or best-practice discussions.

3.7 Supported Environment means a Microsoft 365 tenant and configuration that meets Flinker’s published prerequisites and is within vendor support. Support may be limited where issues are caused by (i) customer configuration, (ii) third-party products/services not expressly supported by Flinker, or (iii) Microsoft platform incidents or changes.

3.8 Case means a single support ticket logged by the customer regarding one topic. Flinker may group, split, or reclassify Cases for operational efficiency.

3.9 Initial Response means acknowledgement of a Case and commencement of triage, including (where applicable) initial clarification questions and immediate mitigation guidance.

4. Scope of Support (Reactive L2/L3)

4.1 Included (Enterprise Basic and Enterprise Plus). Flinker will provide reactive L2/L3 support for in-scope Incidents and Bugs affecting licensed Flinker applications in Production, including:

- a) triage, diagnosis, and issue reproduction (where possible);
- b) guidance on mitigations or workarounds (where feasible);
- c) investigation of root cause within product boundaries and available telemetry/logs;
- d) defect correction through standard releases, patches, or hotfixes, at Flinker’s discretion;
- e) reasonable coordination with the customer’s technical contact and guidance for engaging Microsoft support where a platform issue is suspected.

4.2 Out of scope (unless purchased as Success Hours or separately agreed). The following are not included in Support Plans:

- a) L1 helpdesk / end-user support;
- b) training, adoption, or usage enablement (unless Success Hours are purchased);
- c) tenant administration performed on behalf of the customer;

- d) custom development, enhancements, feature requests, customer-specific changes;
- e) data migration, bulk data operations, data cleanup;
- f) support for unsupported configurations or third-party solutions outside explicitly supported integrations;
- g) professional services/project delivery not explicitly included in an Order.

4.3 Non-Production environments. Unless explicitly included in an Order, Flinker may provide best-effort assistance for Non-Production issues but does not commit to the SLA targets set out in Section 8 for Non-Production.

5. Customer Responsibilities (SLA Preconditions)

5.1 Technical contacts. The customer will appoint at least one qualified technical contact with authority to:

- a) provide environment details and access;
- b) validate workarounds;
- c) perform configuration changes on the customer side;
- d) engage Microsoft support where required.

5.2 Information and cooperation. To enable timely resolution and SLA measurement, the customer will provide without undue delay:

- a) clear problem description, business impact, severity, and affected users;
- b) timestamps, reproduction steps, screenshots, error messages;
- c) relevant tenant/environment details and logs (where available);
- d) remote access or session participation when necessary.

5.3 Platform/vendor engagement. Where a Case is likely caused by Microsoft 365 platform behavior, outages, or changes, the customer is responsible for opening and managing a Microsoft support ticket under its own support relationship, and sharing status updates with Flinker.

6. Support Intake, Channels, and Case Handling

6.1 Supported channels. Cases may be submitted via the channels stated in the Order (e.g., support email address, customer portal). Flinker may require Cases to be submitted in writing for tracking purposes.

6.2 Case content requirements. Each Case must include:

- a) requested severity (P1–P4);
- b) whether Production or Non-Production;
- c) business impact (users/processes blocked);
- d) relevant context and evidence (Section 5.2).

6.3 Reclassification. Flinker may reclassify:

- a) severity (based on definitions in Section 7); and/or
- b) classification as Incident/Bug vs. Service Request.

If a Case is primarily a Service Request, Flinker may route it to Success Hours (if purchased) or propose a separate engagement.

7. Severity Levels (P1–P4)

7.1 Severity definitions (Production).

- **P1 – Critical:** Production outage or severe business impact; core workflows blocked; no reasonable workaround.
- **P2 – High:** Major degradation or key functionality unavailable; limited workaround exists.
- **P3 – Medium:** Non-critical issue; limited impact; workaround available.
- **P4 – Low:** Cosmetic/minor issue; informational request; enhancement-like request.

7.2 Severity examples. Examples are illustrative and not exhaustive. Final severity classification is determined by Flinker based on business impact and scope.

8. Service Level Targets (SLA)

8.1 General. SLAs apply only to:

- a) in-scope Incidents/Bugs in a Supported Environment;
- b) Production (unless otherwise agreed);
- c) Cases submitted with required information and customer cooperation (Section 5).

8.2 Enterprise Basic – SLA Targets (Business Hours).

Initial Response Targets

- **P1:** within **4 business hours**
- **P2:** within **1 business day**
- **P3:** within **2 business days**
- **P4:** within **5 business days**

Update Frequency Targets

- **P1:** at least every **4 business hours** during active handling
- **P2:** at least **daily** during active handling
- **P3:** at least **weekly** (or at material milestones)
- **P4:** **monthly** (or at material milestones)

8.3 Enterprise Plus – SLA Targets (Enhanced).

Initial Response Targets

- **P1:** within **1 business hour**
- **P2:** within **4 business hours**
- **P3:** within **1 business day**
- **P4:** within **3 business days**

Update Frequency Targets

- **P1:** at least every **2 business hours** during active handling
- **P2:** at least **daily** during active handling
- **P3:** at least **weekly** (or at material milestones)
- **P4:** **monthly** (or at material milestones)

8.4 **Workarounds and resolution.** Flinker will use commercially reasonable efforts to provide workarounds and resolutions. Final resolution timelines may depend on external factors (e.g., Microsoft platform issues, customer configuration changes, release cadence).

8.5 **24x7 coverage (optional, not included in V1 by default).** If 24x7 response for P1 is purchased, the Order must explicitly state the coverage window and response targets.

9. Fair Use and Capacity Controls (V1)

9.1 **Reasonable use.** Support Plans are intended for normal operational support for the licensed applications and are subject to reasonable use.

9.2 **Concurrent active Case cap.** To ensure predictable capacity:

- **Enterprise Basic:** up to **5 concurrently active Cases** per customer across all severities.
- **Enterprise Plus:** up to **10 concurrently active Cases** per customer across all severities.

9.3 **Active Case definition.** A Case is “active” if Flinker is performing ongoing work or awaiting customer input necessary to proceed. Cases may be set to “pending customer” where customer input is required; prolonged inactivity may pause SLA measurement.

9.4 **Excess load.** If the customer exceeds the concurrent active Case cap, Flinker may:

- a) queue additional Cases; and/or
- b) propose Success Hours or a separate statement of work for additional capacity.

10. Success Hours (Advisory / Enablement)

10.1 **Scope.** Success Hours cover Service Requests, including:

- a) best-practice guidance (e.g., SharePoint CDE governance, permissions patterns);
- b) configuration guidance and reviews (customer executes changes unless agreed otherwise);
- c) health checks, optimization discussions, release/change readiness;
- d) “how-to” usage guidance and enablement sessions.

10.2 **Exclusions.** Success Hours do not include:

- a) custom development, enhancements, or feature delivery;
- b) tenant administration performed on behalf of the customer (unless agreed);
- c) Incident response (covered by Support Plans where in scope).

10.3 Commercial terms.

- a) Success Hours are sold as **prepaid hours** (e.g., 10 hours: quantity 10 × unit HOUR) at the agreed hourly rate.
- b) Unless otherwise stated in the Order, Success Hours expire **12 months** after purchase.
- c) Time is tracked in increments of **15 minutes** (0.25h) unless otherwise stated.
- d) Delivery is remote unless otherwise agreed.

10.4 **Consumption tracking.** Flinker will track consumption against Cases/work items and provide a summary upon request or at agreed intervals.

11. Escalation and Post-Incident Review (V1)

11.1 **Escalation.** For P1/P2 Cases, Flinker may escalate internally to engineering as required. The customer must ensure technical contacts are reachable for timely decisions and testing.

11.2 **RCA light (Enterprise Plus, P1 only).** For P1 Incidents, Flinker will provide a lightweight post-incident summary within **10 business days**, typically including:

- a) incident summary; b) timeline; c) suspected/confirmed root cause (if known); d) mitigation; e) corrective actions (if applicable).

12. Term, Renewal, and Changes

12.1 **Term.** Each Support Plan term is as stated in the Order (typically 12 months).

12.2 **Renewal.** Renewal terms (if any) are governed by the Order and the Master Terms.

12.3 **Changes to this Schedule.** Flinker may publish updated versions of this Schedule A. Updates apply **only** to new Orders or renewals unless the parties agree otherwise in writing.

13. Order of Precedence

13.1 If there is a conflict between:

- a) the Master Terms;
- b) this Schedule A; and
- c) an Order,

the following order of precedence applies **for Support Plans: Order → Schedule A → Master Terms.**

14. Miscellaneous

14.1 No guarantee of resolution. While Flinker will use commercially reasonable efforts to resolve in-scope Incidents and Bugs, outcomes may depend on external systems and factors beyond Flinker's control.

14.2 Third-party services. Microsoft 365 and other third-party services are outside Flinker's control. Platform outages, vendor changes, or limitations may impact support outcomes and timelines.

Products



Community



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