

COMPLIANCE

Support Processes

About uptime and help. Explains availability targets, incident handling, response expectations, and what remedy applies if targets are missed.

Version	1.0
ID	65d031118b1a
Prepared by	Safespring
Approver	Safespring
Date	2026-03-23
Classification	Public

Using support

Customer obligation

The following cooperation obligations are to be fulfilled by the customer for the contractual provision of the service desk services by Safespring:

- Register support case via support@safespring.com
- Subscribe to updates on the status page: <https://status.safespring.com>

When communicating with Safespring staff regarding support case via other communication channels (e.g. phone or chat) please always refer to registered ticket reference number (e.g. RT#1234) obtained from Safespring ticketing system when registered a support case via support@safespring.com

In order to facilitate the best possible support experience please provide as much relevant information possible when opening a support case, like:

- Problem description including severity level
- Site and project name
- Instance IDs of affected instances
- Timestamps
- Console output, error codes or relevant logs
- Protocols, ports

for detailed template please see documentation under chapter *status and support*: <https://docs.safespring.com/>

Support process

Customer support contact points

For handling and resolution of incidents, e-mail is used for communications. E-mails sent to the support e-mail address are automatically added to the ticket history for the incident.

The Safespring support team is available 08-17 all workdays.

- **E-MAIL support@safespring.com**
Main communication channel.

- **PHONE NORWAY +47 23 65 32 23**
Used for critical incidents, 24/7 or escalations
- **PHONE SWEDEN +46 8 551 073 74**
Used for critical incidents, 24/7 or escalations

The Customer reports incidents to Safespring via e-mail. Critical incidents shall be reported by phone in addition. The Customer applies severity level to the incident which determine further treatment of the incident.

If the incident is not solved within time limits or is in risk of being exceeded, escalation routines will be initiated.

The escalation routines shall be initiated if:

- Customer has not received necessary feedback about the status of ongoing error correction within defined response time
- Incidents are not corrected or that solution time is not set within defined response time related to escalation level 3.

Each party has the responsibility to perform escalation within its own organization.

Escalation level and contact information

Each party has the responsibility to perform escalation within its own organization.

Escalation level ONE

Safespring Support manager – Duty Manager
Norway: +47 23 65 32 23
Sweden: +46 8 551 073 74

Escalation level TWO

Head of Engineering – Head of Operations
Phone: +31 637 17 46 61

Escalation level THREE

CEO – Phone: +46 708 37 55 66

Incident level description and response time

Safespring effectively manages all levels of incidents with continuous support and rapid responses to ensure minimal disruption.

Critical Incident

Critical Incident - P1

Defenition

Incidents that cause loss of service or continuous instability of mission-critical functionality and have no workaround. The Incident causes or may cause a material adverse effect on Customer's business or material parts of the operational services are unavailable.

Safespring Incident Handling

The Safespring is working continuous 24/7 with the Incident until it is resolved or a satisfactory "work-around" is established. There is regular feedback to the Customer on the progression of the error handling. Safespring management will create a dialogue with the manufacturer's support department. If necessary, the Safespring will require on-site assistance from the manufacturer.

Response Time

Phone call alert (24/7): Immediate
E-mail within working hours: 30 minutes.

Resolution Time

Given by SLA

Major Incident

Major Incident - P2

Defenition

Incidents that are impairing, but not causing loss of service or loss of mission-critical functionality. Intermittent issues that affect missioncritical functionality. The Incident causes or may cause an adverse effect on Customer's business or a critical function does not work, or work with response times that are inferior to the agreed.

Safespring Incident Handling

Safespring is working continuous 24/7 with the Incident until it is resolved or a satisfactory "work-around" is established. Safespring will inform the Customer regarding progression of the Incident handling. Safespring's management will create a dialogue with the manufacturer's support department. If necessary, the Safespring will require on-site assistance from the manufacturer.

Response Time

E-mail: 2 hours within working hours

Resolution Time

As soon as practically possible

Minor incident

Minor incident - P3

Defenition

All other incidents

Safespring Incident Handling

Safespring is working with the Incident during normal business hours until it is resolved or a satisfactory “work-around” is established. Safespring’s management will create a dialogue with the manufacturer’s support department if necessary.

Resolution Time

E-mail: End of next business day.

Resolution Time

In a coming software update.

Contact information



Rob Haverkamp

Head of Engineering

+31 637 17 46 61 rob.haverkamp@safespring.com



Johan Harrysson

CEO

+46 70-837 55 66 johan.harrysson@safespring.com