



Service Level Agreement Serious Games

Frisse Blikken B.V. – Ondernemen met Talent

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1. General

The Client and Frisse Blikken have agreed that all the standardized arrangements and procedures in this Service Level agreement (hereinafter: SLA) apply to the service to be provided by Frisse Blikken. This SLA provides the Client an understanding of Frisse Blikken its services. It enables both Parties to effectively manage the quality of the service of the service. This SLA is an integral part of the Agreement between the Client and Frisse Blikken.

Frisse Blikken provides the Client access to the custom game solution. To live up to the service levels in this SLA, Frisse Blikken relies on the Client where it comes to the input for its processes. To meet the latest requirements of all its clients, Frisse Blikken reserves the right to adjust this SLA.

2. Definitions

Agreement	The quotation or agreement signed between the parties for the delivery of the custom solution.
A(vailability)-Matrix	The a-matrix is a collection of combinations of equipment and software components in conjunction with which Frisse Blikken guarantees the proper functioning of its applications. This A-matrix is available at: https://freshgamestd2.wpenginepowered.com/wp-content/uploads/2024/05/Minimal-Requirements-Fresh-Games.pdf
Application	The software that is the subject of the Agreement
Availability	The availability of the Serious Games Applications.
Calamities maintenance	The blocking of the software by Frisse Blikken to prevent further damage and impact.
Configuration management	Modifications to the Infrastructure such as web servers, database servers, and firewalls.
Infrastructure	The hardware, data communication facilities, and system software used by Frisse Blikken to provide the custom solution.
Malfunction	A problem directly attributable to the software platform that impedes the normal use of the Application, or the otherwise non-conforming functioning of the software platform as described in the Agreement.

Performance	The average response time of the application(s) from your request to a response from the system ("from Enter or mouse click to new screen")
Registered contact	Users of the Client who are registered as contacts for Frisse Blikken Support.
Request	Submitting a question or incident online via Frisse Blikken Support.
Serious Game	The overarching naming of the by Frisse Blikken offered Applications. In the context of the Agreement between the Client and Frisse Blikken, it includes all the Frisse Blikken Applications that the Client purchases in accordance with the Agreement.
Software platform	Making available Application(s) installed on the Frisse Blikken Infrastructure on a by Frisse Blikken chosen location through remote access to the client

3. Access to the Service

User administration

The Client has access to the Application using the recommended internet browsers. There are three possible ways to access the application:

- Open: the application is open for anyone to use who is provided with the link to the software platform.
- Secured: the application is only available through secured access using a login name/password/e-mail address or through Single Sign-On (SSO).

Maintenance

Frisse Blikken has the following types of maintenance:

Type	Time
Regular Maintenance: Maintenance infrastructure, updates, back-up and maintenance Applications	Weekly on Wednesdays between 7.00 GMT +1 and 10.00 GMT +1.
Hotfixes: Calamities maintenance	Urgent technical errors which disrupt the ability to play the game will be hotfixed outside a maintenance window when required.
Major releases: Releases of the various applications and / or major maintenance	Major maintenance or patches that require communication towards players to be able to play the game will be communicated to the Client between 4 and 2 weeks before release date.

Logging

Frisse Blikken maintains logs of activity concerning the Application. By doing this, suspicious or deviating activity can be swiftly detected, and information concerning such activity can be supplied to the Client.

4. Availability

The availability of Serious Games is of great importance for its continuity and timeliness. There are many facilities which altogether provide optimal availability of Serious Games.

The availability of Serious Games is monitored constantly and is measured by automated processes. Serious Games is available 24/7 for your users, except during planned maintenance as mentioned under 'Maintenance'. These activities can influence the performance of the Application.

The availability of Serious Games is measured without prior notified maintenance. Calamities maintenance is excluded during measurements as well and is not notified in advance. An example of calamities maintenance is the direct action that must be taken for detected security problems. Frisse Blikken guarantees an availability level for the Applications of at least 99.5%. The availability level in question is measured per quarter.

5. Performance of the Application(s)

This means the response time of Serious Games application(s) starting from your request until the reaction of the system ('from pressing enter until new screen').

Chain

The response time is determined by three domains:

- Domain Client: such as the clients' network, devices, firewalls, routers, switches, WAN/ LAN, Wi-Fi, and the corresponding layout.
- Domain Frisse Blikken: such as the environment of Serious Games on Frisse Blikken its infrastructure, including firewalls, web servers, application servers, database servers, and storage.
- The internet connection and providers.

Client Domain

It is the responsibility of the Client to comply with the Availability-matrix to achieve the optimal performance in the domain of the Client. This A-matrix is available on <https://freshgamestd2.wpenginepowered.com/wp-content/uploads/2024/05/Minimal-Requirements-Fresh-Games.pdf>. If the Client needs assistance regarding the A-matrix, Frisse Blikken can offer that assistance per the customary rates of Frisse Blikken.

Domain Frisse Blikken

Frisse Blikken is obliged to provide a good response time to all its clients. To achieve this, many facilities are available within the Serious Games infrastructure, such as usage of load balancing, which grants quick and flexible system capacity when needed.

Frisse Blikken monitors the response time of Serious Games Applications within its domain regularly. It should be noted that response time is a relative concept because it is partly determined by the nature of the act of a user. For example, a simple switching of screens by a user of the Client has a different response time than processing a report or processing a large amount of data.

A performance and stress test by the Client on an Application is only granted after prior written consent by Frisse Blikken in accordance with prior arrangements about the scope and moment of a certain test.

Evaluation

Yearly evaluations will be planned by the Product Owner or Project Manager to discuss the performance of the application and the satisfaction of the Client and users. Malfunctions and possible feature requests will be discussed to improve the quality of the application.

6. Technical and Operational Management

Frisse Blikken is responsible for the technical management of Frisse Blikken its Infrastructure (web application servers and database servers, network components within Frisse Blikken its domain where the Applications are made available). Technical management ensures that the infrastructure is stable and safe. Frisse Blikken aims to maintain the status quo by protecting and managing the system as optimal as possible. This entails measuring, diagnosing, and solving current issues reactively and by solving potential threats proactively. The following activities are carried out:

- surveillance and control of the infrastructure;
- operational guidance of services and infrastructure;
- configuration management;
- workload surveillance, task scheduling, reliability testing;
- storage management and service maintaining;
- capacity management;
- back-up and recovery;
- event logging.

7. Frisse Blikken Support

Questions about the functioning of Serious Games applications are answered by Frisse Blikken Support. We offer these services to the registered contact of the Client.

What Frisse Blikken expects from the Client

To avoid fraud and misuse, only registered contacts can use our service. To offer you great assistance, we expect that registered contacts:

- know the field in question;
- are educated to work with our applications;
- consult product manuals and recent product information;
- perform basic control acts before filing a report;
- describe their acts of control adequately and if necessary, enclose supporting information.

Support regarding Malfunctions

Frisse Blikken applies a schedule to give the right priority and the corresponding response time to the malfunction. The priority is based on the type and severity of the reported malfunction and the corresponding initial response time and expected recovery time. Frisse Blikken actively monitors the Application and proactively reports defects or incidents to the Client. If reasonably possible, the Client's contact person at Frisse Blikken will inform the Client of any Malfunctions that occur.

If the Client detects a Malfunction, this must be reported. This can be done 24 hours a day via email to: digitalsupport@frisseblikken.com . Frisse Blikken will determine the seriousness of the Malfunction in consultation with the Client. The seriousness of the problem depends on the scope and the impact of the problem.

- The scope is determined by the number of users experiencing the problem.
- The impact is the extent to which the problem influences the use of the application.

Whenever the Client is planning an event that either entails a high number of users (25 game runs at the same time or higher) or has a high impact, Frisse Blikken should be pro-actively informed Frisse Blikken through the e-mail address above. Frisse Blikken can then decide whether additional monitoring is required and whether we need to provide additional support and contact details.

Frisse Blikken aims to respond to messages concerning incidents or defects within 8 hours after having received the report.

Resolution times

The resolution time that Frisse Blikken strives towards is determined by considering the scope and the impact of the problem. After a Malfunction has been reported, Frisse Blikken will provide a suggested schedule to solve the issue. The following resolution times relate to the assigned impact and scope of the Malfunction:

Impact	Scope		
	High	Medium	Low
High	< 48h	< 48h	< 120h
Medium	< 48h	< 120h	< 240h
Low	< 120h	< 240h	< 240h

Malfunctions are resolved free of charge unless the Malfunction is caused by and attributable to the Client.

Feature requests

A feature request is a supplementation of the Application's existing functionalities.

- Feature requests are not within the scope of the agreed pricing in the Agreement;
- Whenever Frisse Blikken receives a feature request, an estimate of the necessary development time and associated costs will be made;
- New features will be prioritized by Frisse Blikken based on their impact and relevant value for all users of the Application.
- If a feature is to be implemented the Client will be informed beforehand.

To enter a feature request, contact Frisse Blikken Support via: digitalsupport@frisseblikken.com. Feature requests should meet the following requirements:

- Specific: the request should be specified, both in changes and their scope.
- Supported by visual content specifying the desired change.

Acceptance

Once Frisse Blikken has finished work concerning malfunctions or feature requests, results will have to be accepted explicitly by Quality Assurance and the Client.

Backups

Frisse Blikken is responsible for storing the data of the Client. To this end, daily backups of digital products are made and secured. As a result of these daily backups, the maximum amount of data that can be lost concerns all data generated or gathered within a 24-hour period. Encrypted backups are sent and stored on physical serves at locations differing from those of the production server.

Data Processing Agreement

When Frisse Blikken is processing personal data to maintain this server a Data Processing Agreement will be met with the client in a separate agreement.

8. Pricing and Payment

Pricing conditions

- The table below sets out the software categories applicable to the services. The corresponding annual fees and the selected model of choice are determined and specified in the Agreement.
- Frisse Blikken is entitled to annually adjust its rates, in accordance with the Consumer Price Index (CPI) published by Statistics Netherlands (CBS), all households' series (*CPI-Alle huishoudens, 2025=100*) or, in case of alteration of this index, the most comparable index. The reference date for the data is 15th of August of the current year whereby the months June of the previous year and June of the current year are compared with each other.
- In addition, Frisse Blikken shall be entitled, at its reasonable discretion, to adjust its rates (i) to match any cost-increasing circumstances that are beyond the control of Frisse Blikken, such as cost-increasing circumstances that are the consequence of changes to legislation and regulations and (ii) if Frisse Blikken enhances the quality, functionality or performance of its services.
- Included in the pricing, as set out in the Agreement, are hosting,

- maintenance, and support of the application.
- The execution of feature requests is not included in the price, as set out in the Agreement.
- Costs for the SLA are invoiced annually and are charged in advance.
- The SLA is renewed tacitly each year
- Fresh Forces and the Customer annually evaluate the operation of the application and this SLA. This evaluation can be used to update or terminate the SLA.

Model of choice

Support Type	Expected Support activities
A	• Hosting: Shared • Database: Shared • Expected support hours per month: 1-2 <i>Example applications: Narrative game, teamconnector</i>
B	• Hosting: Shared • Database: Dedicated • Expected support hours per month: 3-4 <i>Example applications: Digital escaperooms</i>
C	• Hosting: Shared • Database: Dedicated • Expected support hours per month: 5-6 <i>Example applications: Custom game solutions</i>
D	• Hosting: Dedicated • Database: Dedicated • Expected support hours per month: > 6 • Non-standard support or security features (for example additional monitoring, SAML/ SSO support, high availability, etc.) The specific support activities will be defined in the cover agreement.

Update SLA & Termination

If Frisse Blikken and/or the Customer want to update or terminate the SLA, the following rules apply:

1. Proposed updates to, or the termination of this contract must occur in written form, via e-mail.
2. Updates are only implemented with mutual approval of Frisse Blikken and the Customer
3. The notice period for this contract is three months unless agreed differently in the registered contract.
4. Pre-paid sums are credited by Fresh Forces after the service's termination.