GeeFirm

Service Level Agreement (SLA)

GeeFirm Services Cloud Applications

2025

GeeFirm BV	www.geefirm.com	supportdesk
GeeFirm Support	info@geefirm.com	URL: support.geefirm.com
085-4837000 (24 x 7)	Amsterdam	office hours 08.30 - 17.00 CET

1

1. GeeFirm Administrator Support

GeeFirm is a supplier of licenses for cloud products such as Google Workspace by Google and Zoho applications and suites by Zoho Corporation and is a reseller of some other SaaS providers, like VOGSY and Qntrl. GeeFirm only provides support to 'administrators' of these cloud applications. The administrators are also called "functional application managers" or "SPOC". GeeFirm does not provide end-user support, since this is provided by the customer within their organization to end users.

How does this work, in short? As a SPOC you can leave a message at the support desk by email or contact the GeeFirm Support Desk by telephone.
- register your request by sending your email to support@geefirm.com;
- view the status of your ticket at https://support.geefirm.com/portal/home
- by telephone +31 85 4837000

Looking for information about service disruptions?
You may want to check yourself for service disruptions in Google and Zoho services:
- check the status of Google Cloud services;
- check the status of Zoho business applications for .com domains; or https://status.zoho.eu/ for .eu domains

2. GeeFirm Administrator Support models

When you purchase licenses for cloud products from GeeFirm, we offer three different support models, based on your preferences:

Table. Three support models

Model	Short description
No Support Agreement *´Order´*	You may contact us with your support request We will send you our quote You will provide us with your signed order GeeFirm will execute the order GeeFirm will invoice the work (time/material basis)
GeeFirm Administrator Support *'Fair use'*	You pay the application support rates as an amount per user per product per month We will service you in a 'fair use' model In excess of that, we invoice time spent against published hourly rates
GeeFirm Administrator Support *'Support budget'*	We settle a budget per calendar year We invoice the budget in full

If you do not purchase licenses from GeeFirm and you wish to use GeeFirm Support services, we can only deliver the services if you agree that GeeFirm supplies the relevant licenses to you.

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2

2.1 Support Rates 2025

Rates GeeFirm Support 2025
- Hourly rates for application support and ´continuous support´: EUR 140 (excluding VAT)
- Application support rate EUR 5 (per user per product per month) (excluding VAT)
- Cost of visiting your office EUR 140 per visit (excluding VAT) / only in the Netherlands

Combination Rates 2025
- For single applications (such as Zoho CRM or another Zoho application) and Google Workspace (G Suite), a support rate of EUR 5 per user per month applies;
- For partial suites in Zoho (such as Zoho CRM Plus, Workplace, Zoho Finance Plus) a support rate of EUR 10 per user per month applies;
- A support rate of EUR 10 per user per month applies to the combination of Google Workspace (G Suite) and Zoho CRM;
- For Zoho One and combinations of Zoho applications and/or Google Workspace (G Suite), a combination rate of EUR 10 per user per month applies.

Support Budgets 2025
- A support budget is always in multiples of EUR 700 and is at least EUR 700 (excluding VAT)
- GeeFirm Support charges hours against the agreed support budgets at the applicable hourly rate of EUR 140 (excluding VAT);
- Support budgets are always invoiced in advance;
- Support budgets can be increased during the year, to be invoiced in advance;
- Support budgets can only be spent in the current year; any remainders of the budget cannot be carried over to the following year;
- If the customer is or remains in default when paying the support invoices, GeeFirm can stop providing support services immediately and temporarily or permanently.

Support Orders 2025
- GeeFirm customers can only initiate a support order by written statement and email confirmation; customers must always confirm the order by email stating the budget for the support order;
- A support order will always entail at least half an hour of work for the GeeFIrm support desk (approximately 20 minutes for resolution, approximately 10 minutes for administration);
- A budget must be specified for each support order;
- The time spent by GeeFirm Support will be charged to the customer.

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3

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3. Support Agreement

'Fair Use'
You can contact the GeeFirm Support Desk to register your support request. The basic principle for the provision of support services is that the resolution of your request takes a limited amount of time. We provide an indication of the dissolution time and indicate whether your request qualifies as 'fair use', i.e. ´even´ use of our support capacity by your organization. If this is not the case (´uneven use'), we will ask you to enter into a "Support Budget" agreement with us or - if asked for - we will provide you a specific quote for the resolution of the relevant specific issue, so you can give us a "Support Order".

'Support Budget'
GeeFirm offers Administrator Support for all Cloud Applications supplied by GeeFirm. To resolve your requests, you may also rely on the expertise of our certified consultants, provided that the budget is adequate.

'Rules'
GeeFirm applies the following rules:
- Customers with a Support Agreement always go first;
- Applications are processed in the order they are received;
- GeeFirm will start work for you as soon as you have confirmed the order by email;
- We record your question, the handling thereof, and the time spent in a ticket system for invoicing, traceability, and accountability.

3.1 Support criteria

The overview below describes which criteria GeeFirm uses, depending on whether or not you have a support agreement:

Criterium	No Support contract	Support contract
Priority at the support desk	no	yes
Response time	max. 2 days	same day
Functional (modification) requests	yes (1)	yes (2)
User management, configurations, and data	yes (1)	yes
Technical disruptions	yes	yes
Remote support, location, portal	yes (1)	yes

(1) your request will be transferred to our sales department for a quote
(2) your request will be transferred to our consultants

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4

3.2 Functional requests

This is understood to mean: the management of applications, the configuration of modules, the setting of authorizations, preparing reports, or other functional adjustments to the Cloud Applications supplied by GeeFirm.

Functional questions are not covered by direct support by the support desk but are handled by the GeeFirm consultancy department. A consultant then picks up your request or question, will come forward with a quote and, after your approval, proceeds to process your order.

3.3 User management, configurations, and data

For user management, we include:
- rights management (create, read, update, delete);
- upgrades/downgrades;
- user management (move/add / change/delete requests);
- securing email/data/configurations.

3.4 Technical disturbances

These are technical problems/malfunctions that arise during the operation of the service.
The technical delivery of Cloud services is done by the application partners of GeeFirm, technical failures associated with these Cloud services are reported to them and monitored by GeeFirm. The application partners resolve these malfunctions themselves.

3.5 GeeFirm SLA

An SLA is an agreement between client and contractor in which the agreements on the level of support and service are laid down. GeeFirm uses the 24 x 7 model.

Table: SLA GeeFirm 2020

Validity	Availability	Response time	Recovery time
24 x 7	99,90 %	< 4 hours	depending on the technology provider, the best effort

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5

4. Ongoing Support

4.1 Annual budget for consulting

After implementation, GeeFirm offers its customers support in adjusting the configuration and or design of the software, if desired. This is based on both the customer's wishes and extensions or relevant changes in the functionality of applications in new releases. This is with the explicit aim that customers, after initial implementation, will also have access to a suitable design of the applications in the future.

Ongoing support is offered as an annual budget with a specified number of consulting hours.

Together we plan the changes to be implemented in the design and determine the required use of GeeFirm. Small changes are carried out within this budget, a separate quotation can be submitted for major changes and possible use of other applications.

Ongoing support provides GeeFirm customers with the following benefits:
- Customers can continue to translate their wishes regarding business operations into the design of the software applications in use and have an instrument to shape this with 'ongoing support'.
- GeeFirm remains well-informed about business operations and developments therein and is an established discussion partner
- Periodic conversations (indicative: 3 times a year) to discuss the desired changes in business operations; GeeFirm can therefore be proactive and help customers realize changes
- A professional approach and a predictable budget
- An efficient working method: the hours worked are booked in a management project with an annual budget and do not have to go through a quotation approval process each time

The guideline for an appropriate size for an ongoing support budget is approximately 25% of the licenses per year. The reference date for revising the support budget for any year is January 1. Budget expenditure is invoiced every two weeks based on the time spent by GeeFirm at the applicable consulting rates.

4.2 Consulting rates 2025

Onderstaand de consulting tarieven voor 2025.

Rol	Uurtarief (exclusief BTW)
Managing consultant	€150
Business architect	€150
Business consultant	€140
Support consultant	€130

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6

5. Service domain

We offer you support on the Cloud applications supplied by us. Below you will find the browser-based applications that GeeFirm supports:

5.1 Online Software / Applications

- Google Chrome
- Google Workspace (G Suite)
- Google Cloud Platform
- Google Backup services
- Google Compliance services
- Hosting and Web Services
- Zoho One and Zoho Suites, Zoho business applications
- VOGSY
- Qntrl
- Zoho Xelion integration through Zoho Phonebridge
- Zoho Books plugin voor Peppol

5.2 Your responsibilities

As a client, you are responsible for the management and maintenance of your computers, laptops, tablets, smartphones, network equipment, and other devices from the LAN. It is important to maintain the operating software and firmware of devices frequently and properly. Failure to perform maintenance on your hardware on time can hinder the operation of Cloud applications and may also delay or hinder the delivery of GeeFirm services. Consider for example the implementation of updates, patches, and installation of new software versions.

5.3 Data Privacy Agreement (DPA)

You conclude DPA agreements with your software providers yourself. This is not GeeFirm, except for the software applications that we own. This usually mainly concerns Zoho, Google, and VOGSY. You have license agreements with these softwareproviders for SAAS services, in which your data and the relevant software are supplied.

During the implementation of your desired applications, you may ask us to do something with your customer data in the context of data uploads, testing, and migration. You can approach us to agree on a separate DPA for this. In principle, we offer you an NDA (Non-Disclosure Agreement), whether or not in your own or our format.

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7

6. The way we work

6.1 Primary contact - SPOC

We support your organization exclusively to the primary contact person known to us, the so-called SPOC (single point of contact). This is in line with governance applicable to your organization.

This contact person must meet minimum requirements with regard to knowledge of the applications, and he/she must have followed at least the SPOC training at GeeFirm. GeeFirm provides SPOC training frequently.

Because our delivered solutions can contain mission-critical and sensitive information, we seek to monitor safety as much as possible. Partly because of this, the communication from our support desk runs through the primary contact persons you designated, the SPOCs. We will not process reports from other persons within your organization until after the report has been approved by the regular SPOC.

5.2 Create a ticket yourself on the Support portal (24x7)

In the Support Portal, you can enter a support request 24 x 7 yourself through the creation of a ticket. Here you can also follow the status and progress of that ticket.

- register your contact person (SPOC)
- create your support request
- overview of support requests
- FAQ (frequently asked questions)

Via your account, you may monitor all support requests by your company. If you are unsure whether an application falls within your agreement with GeeFirm, you can always submit a ticket, with this particular question. Our support desk representative will review your request. If the request falls within the agreement, your request will be processed. If not, this request will be passed on to one of our consultants. He or she will then contact you as soon as possible.

6.3 Confirm registration ticket

After entering the ticket, the SPOC immediately receives a confirmation by e-mail. When a question is passed on by telephone, we will send a confirmation email to the SPOC.

6.4 Support delivery

GeeFirm often provides support through "remote" access to your system. You need to install a tool for this. The SPOC provides access by entering a session code that is shared by the GeeFirm support staff. The GeeFirm support employee can then perform work on your system.
If treatment of the support request takes more than 2 hours (per initial request), GeeFirm will contact the SPOC, which will then determine what further steps to take.

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8

6.5 Ongoing support on location

If the problem cannot be solved remotely, an expert may come to your location (through a separate support order or the Ongoing Support Agreement). The value of such work is always based on actual costs and any call-out costs.

6.6 Access to customer data

When we gain access to your environments on location or remotely, we can access your data only after you have explicitly given permission for this. We will always handle your data with care, following our policy on the Dutch AVG laws and GDPR, as included in our general terms and conditions.

6.7 Closing a ticket

If the provision of support has led to a solution, the ticket will be closed. The SPOC receives such confirmation by e-mail. If you believe that the work has not been completed or has not been completed, you can report this as a reply to the closed ticket. The ticket is then processed again and may repeatedly be given the status "open".

7. Conditions

7.1 Terms of delivery

The following conditions also apply to Support Agreements and Ongoing Support Agreements:
- Conditions in associated agreement (s) about services purchased from GeeFirm;
- Provisions from General Terms and Conditions of ICT Nederland c.q. NL Digital;
- As defined by our Suppliers and Technology Partners (e.g. Zoho, Google), any additional or service-specific conditions of the relevant cloud services.

7.2 Payments

The client grants GeeFirm Support a SEPA direct debit bank authorization to debit amounts due to the purchase of services including any one-time activation, implementation, system management, and administration costs before using the stated (giro/bank) account number.

7.3 Obligation to perform

Ongoing support is only carried out under the heading of best efforts obligation. Under no circumstances will employees, or related technology partners, enter into a result obligation with the client.

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9

7.4 Execution of work

GeeFirm support services can only be provided if you, as a client, are GeeFirm's customer. The contractual agreement must therefore be signed for this.

7.5 Access to customer site

The client is willing, where appropriate and at his express request, to grant support staff and consultants access to the relevant management consoles and environments. The client undertakes to enable GeeFirm employees to carry out work under the usual working conditions of the client, without charging costs.

If the access cannot be provided, the work will be rescheduled and the time involved will be charged to you as the client.

7.6 Working hours for continuous support

The work is performed - except for overtime - from Monday to Friday from 8.30 am to 5 pm for the client. Overtime is only performed after consultation with you and with the consent of the support desk employee or consultant involved. You, as a client, are responsible for providing tools to perform the work properly.

7.7 Office hours

Day	Office hours	Accessibility of reception
Monday - Friday	08:30 - 17:00 hrs CET	00:00 - 24:00 hrs
Saturday and Sunday	-	00:00 - 24:00 hrs

7.8 Holidays

We are closed on official national holidays, except for our reception where you can report escalations. Our support desk is then notified, so that you can be contacted.

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10