

Service Level Agreement (SLA)

GeeFirm Support Services

Cloud Applications

2026

1. GeeFirm Administrator Support

GeeFirm is a supplier of licenses for cloud software, such as Google Workspace, Zoho applications, and product suites by Zoho Corporation, and a reseller of other SaaS providers, such as VOGSY and Qntrl. GeeFirm only provides support to 'administrators' of these cloud applications. The administrators are also called "functional application managers" or "SPOC" (Single Point of Contact). 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 an 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 for your Administrator, based on your preferences:

Table. Three Support Models

<i>Model</i>	<i>Short description</i>
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.

2.1 Support Rates 2026

Rates GeeFirm Support 2026

- 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 2026

- 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 2026

- 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 on the support invoices, GeeFirm can immediately and temporarily or permanently stop providing support services.

Support Orders 2026

- 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.

3. Support Agreement

'Fair Use'

You can contact the GeeFirm Support Desk to register your support request. The basic principle for providing support services is that resolving 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 issue, so you can give us a "Support Order".

'Support Budget'

GeeFirm offers Administrator Support for all Cloud Applications it supplies. To resolve your requests, you can 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 come 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, its handling, 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:

Criterion	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

3.2 Functional Requests

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

Functional questions are not covered by direct support from the support desk but are handled by the GeeFirm consultancy department. A consultant then picks up your request or question, comes 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 service operation. The technical delivery of Cloud Services is handled by GeeFirm's application partners; 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 the client and the contractor in which the level of support and service is specified. 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

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 on extensions or relevant changes to application functionality in new releases. This is with the explicit aim that customers, after the initial implementation, will also have access to a suitable application design 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 the 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 2026

Beneath GeeFirm's Hourly Rates for 2026.

Role	Hourly Rate (not including VAT)
Managing consultant	€150
Business architect	€150
Business consultant	€140
Support consultant	€130

5. Service domain

We offer support for the Cloud applications we supply. 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 (e.g., CRM, Desk, Billing, etc.)
- VOGSY
- Qntrl
- Zoho Xelion integration through Zoho Phonebridge

5.2 Your Responsibilities

As a client, you are responsible for managing and maintaining your computers, laptops, tablets, smartphones, network equipment, and other devices on the LAN. It is important to maintain devices' operating software and firmware 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 the 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 software providers 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 perform actions on your customer data related to 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 in your own format or in ours.

6. The way we work

6.1 Primary Contact - SPOC

We support your organization exclusively through the primary contact person we know, 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 regarding knowledge of the applications and have completed at least the SPOC training at GeeFirm. GeeFirm provides SPOC training frequently.

Because our delivered solutions may 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 submit a support request 24/7 by creating a ticket. You can also follow the status and progress of that ticket here.

- [Register your contact person](#) (SPOC)
- [Create your support request](#)
- [Overview of support requests](#)
- [FAQ \(frequently asked questions\)](#)

You can monitor all support requests for your company via your account. 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 email. 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 accesses the system by entering a session code shared by the GeeFirm support staff. The GeeFirm support employee can then perform work on your system.

If the treatment of the support request takes more than 2 hours (per the initial request), GeeFirm will contact the SPOC, who will then determine the next steps.

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. We will always handle your data with care, in accordance with our policy on the Dutch AVG and GDPR, as set out in our general terms and conditions, or as defined in a separate agreement between Customer and GeeFirm.

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

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 client's usual working conditions, without charging any costs.

If the access cannot be provided, the work will be rescheduled, and the time involved will be charged to you as the client, unless the client can prove the unequivocal existence of 'force majeure'.

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 performed only after consultation with you and the consent of the support desk employee or consultant involved. As a client, you are responsible for providing the tools needed 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.