

Service Level Agreement

High Availability Solutions

PREAMBLE

Anexia Cloud Solutions GmbH (hereinafter “Anexia”) aims to meet the following quality characteristics for its services. Anexia therefore offers the customer payment of a penalty if these characteristics are not met.

§1 Requirements

For this Service Level Agreement to be valid, the following requirements must be met:

- All customer contact information is up to date
- Only Anexia is in charge of the system
- Anexia is responsible for the Internet and network connections
- The customer is not in arrears with payments

§2 Object of Agreement

This Service Level Agreement refers to the contract between the customer and the partner concerning the requested service. When this service was ordered, reference was made exclusively to this Service Level Agreement. The Service Level Agreement is not transferable to other products. If there are conflicting provisions, the contract takes precedence over the SLA. The terms and conditions of the provider remain valid.

§3 General methods to secure the IP infrastructure

Anexia strives to expand its own IP infrastructure and improve the performance and availability of its services, and to keep the infrastructure up to date. Measures to ensure the availability and security of customer data:

- Access control via key card or doorman in the data center
- Technicians constantly on standby (24 hours a day, 7 days a week, 364 days a year)
- Video surveillance and access control throughout the building
- Fire alarm system in the data center that automatically notifies the local fire department
- Burglar alarm system in the data center
- Redundant electricity supply, as well as a power supply supported by a UPS or generator in the data center
- Complete air conditioning of all server rooms

§4 Technical measures to ensure the quality of the IP infrastructure

Anexia takes the following measures to ensure the quality of the IP infrastructure:

- Daily backups of all of its own systems

- Complete network monitoring (NOC – Network Operations Center)
- Several building connections for the IP infrastructure
- Redundant fiber-optic ring through Europe
- Segmentation of the network into protected and public areas
- Use of firewall systems

§5 General Conditions

The customer may assert a claim when the following conditions are met:

- The disruption constitutes non-compliance with this Service Level Agreement.
- The customer must inform Anexia within three days by post, fax or the ticket system.
- The customer must assert claims for credit notes or a penalty within 15 days.

§6 Calculation of service credit notes

The customer may claim service credit notes if the Service Level Agreement is breached. For each hour of downtime, one daily base fee (1/30 of the monthly base fee) can be claimed. The maximum is approximately 50% of the monthly base fee. Service credit notes are not valid for several months. They are valid only once.

§7 Service Level Agreements

Anexia has the right to modify this Service Level Agreement. The updated contractual provision will be sent by email to the email address registered in the customer record.

Availability of internet services:

Indicator	**SLA**	**Measurement**
Data center temperature	18-24 °C	Every 5 minutes
Data center humidity	35-65%	Every 5 minutes
Air conditioning availability	99.9% per month	Every 5 minutes
Power availability of A/B feeds	99.9% per month	Every 5 minutes
Backbone availability	99.5% per month	Every 5 minutes
Service availability	According to the definition in the contract	Every 5 minutes

The response times of the support team are defined as follows:

Error Category	Response Time	Availability
Severity 1	< 60 minutes	365 / 24 / 7
Severity 2	< 240 minutes	365 / 24 / 7
Severity 3	< 48 hours	During business hours

Priority definitions:

SEVERITY 1:

Urgent, e.g. total failure of systems, no access to the systems

SEVERITY 2:

High, e.g. performance degradation, data recovery, failure of redundant subsystems

SEVERITY 3:

Low, e.g. change requests, service issues

In the event of non-compliance with the service requirements, the penalty / credit described above applies to the monthly statement of the customer (client).

§8 Business hours

Anexia's business hours are Monday to Friday, 8 a.m. to 5 p.m. CET (excluding public holidays in Carinthia, Austria).

§9 Technical support contact details

To report an incident, you can contact the Anexia technical support team in these ways:

By email: support@anexia-it.com

Phone, within business hours: +43 50 556-333

Phone, outside business hours: Emergency number (confidential; communicated only to customers)

§10 Escalation when response times are exceeded

If defined response times are exceeded, escalation may take place as needed. The responsible escalation contacts are specified in the respective contract (SLA) or in the operational handbook.

Please note: A ticket must be created before any telephone contact.

§11 Severability clause

If one or more clauses of this Service Level Agreement are not legally effective, the validity of the other parameters remains unaffected.