

# Service Description SLA

of

Gentlent GmbH  
Am Trippelsberg 92  
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Germany

This Service Description for Service Level Agreements ("SLA") applies to the IT Services provided by Gentlent GmbH (also referred to as "we" or "Gentlent GmbH") to customers (hereinafter "Client") under the SLA Agreement. It becomes part of the IT Service Agreement concluded between Gentlent GmbH and the Client, provided that the applicability of this SLA Service Description was referenced during the order process or in the IT Service Agreement itself. Otherwise, the provisions of the IT Service Agreement and its annexes shall apply.

## 1. Preamble

As part of the agreed SLA Support, Gentlent GmbH provides error corrections and support services according to the service and response times agreed in this SLA, under the terms and conditions of the IT Service Agreement.

## 2. Scope of SLA Services

Scope	Description
Availability	Availability of the software = 99.95%, calculated over a 30-day month, excluding maintenance windows.
Software Management	<ul style="list-style-type: none"><li>• Operation and monitoring of the functionality of the IT Services and their components, including the installation of minor system updates (e.g., version 3.1.x) and integrated third-party open source components.</li><li>• Updating, further development, new development, and testing of content and performance.</li></ul>
Scope	<ul style="list-style-type: none"><li>• 24/7 monitoring. Updates are installed as quickly as possible or automatically. If outages are foreseeable, installation will be carried out with prior notification.</li><li>• Individual support services upon customer request or in agreement with the customer, subject to separate remuneration.</li></ul>

## 3. Service, Response, and Recovery Times

All service, response, and recovery times stated under this section refer to the provision of our SLA services, which may

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be booked for an additional fee during the ordering process and thereby become part of the IT Service Agreement.

### 3.1. Standard Service Hours

Our standard service hours are set from Monday to Friday, 9:00 a.m. to 6:00 p.m. (local time Düsseldorf/Germany). Saturdays, Sundays, and nationwide public holidays in Germany are excluded.

Within these service hours, our support staff will process inquiries. In the case of critical issues with Priority 1 (see below), telephone contact during service hours is possible.

As a rule, other electronic communication channels are also available outside these service hours. Maintenance work may be carried out outside the standard service hours without prior notice.

### 3.2. Response

The response time begins with the corresponding request or, if available, with the creation of a ticket in our ticket system, within the service hours. If the request or ticket is submitted outside the service hours, the response time starts at the beginning of the next service period. The response time only runs during the service hours.

The response time ends with our first qualified reaction. A qualified reaction can be a clarification question regarding the issue, an explanation of the further procedure, or a proposed solution.

The stated period below only begins to run once the customer's cooperation obligations have been fulfilled, i.e., when a qualified support request has been made.

### 3.3. Recovery Times

Specific restoration times are not bindingly guaranteed by us, unless otherwise agreed upon individually.

### 3.4. Qualified Support-Request

A qualified support request is an essential prerequisite for the prompt processing and quick resolution of a problem or the correction of a fault. A qualified support request must contain a detailed description of the issue. The following questions should be answered:

- Is it an incident or another type of request, e.g., a request for information or a change request? The inquiry must include relevant information and justifications.
- How does the issue manifest? What is not functioning properly? Exact error messages are required.
- How can the problem be reproduced and verified?
- Where does the problem occur? Which apps, services, products, or systems are affected?
- Since when has the issue existed?

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- Additional information such as screenshots, etc.
- Indication of priority (1 = critical to 3 = not urgent).

Category	Description
Prio 1 - Severe Fault	Response time during service hours: 2 hours
Prio 2 - Fault	Response time during service hours: 8 hours
Prio 3 - Disruption	Response time during service hours: 24 hours

## 4. Fehlerkategorien

Below, we present the error categories to which the aforementioned response times apply.

Category	Description
Prio 1 - Severe Fault	<p>Work is generally impossible or unreasonable:</p> <ul style="list-style-type: none"> <li>• IT Services are not accessible</li> <li>• Response times consistently exceed &gt; 60 seconds</li> <li>• Essential functions are not operational, e.g., form submission, login, saving</li> <li>• The error affects a large proportion of users</li> </ul>
Prio 2 - Fault	<p>Work is severely impaired, e.g.:</p> <ul style="list-style-type: none"> <li>• Response times consistently exceed &gt; 30 seconds</li> <li>• Essential functions are partially faulty: Form submission, login, saving</li> <li>• The error affects a minority of users</li> </ul>
Prio 3 - Disruption	<p>Work is only slightly impaired, e.g.:</p> <ul style="list-style-type: none"> <li>• Display issues</li> <li>• Secondary functions</li> <li>• The error affects only individual users</li> </ul>

## 5. Exclusion of Services

In the cases described here, we generally do not provide services under our SLA Support, unless otherwise individually agreed.

Category	Description
Excluded	<ul style="list-style-type: none"> <li>• Services outside agreed times;</li> <li>• Services for use of the product outside the intended purposes specified by Gentlent GmbH;</li> <li>• Services for modifications to the source code or other components not made by Gentlent GmbH;</li> <li>• Services for programs or program parts that are not part of the product;</li> </ul>

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- Services for the product where updates or other bug fixes provided by Gentlent GmbH have not been installed and the reported error has already been fixed in those updates;
- Services for a product version that Gentlent GmbH no longer generally supports;
- Services that can be provided at Gentlent GmbH's premises but are requested by the customer to be provided elsewhere;
- Services required because the customer does not fulfill their cooperation obligations;
- Support with password resets and username entries;
- Support with unlocking user accounts due to incorrect login attempts;
- Consulting regarding the use and application of the IT Services;
- Instruction and training of the customer's employees;
- Development of customer-specific customizations;
- Support and maintenance of software developed individually for you;
- Claims for support and maintenance services for errors and faults for which we are not responsible;
- Support with installation or configuration of software and hardware, including computers, hard drives, networks, scanners, or printers.

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