

# Service Level Agreement (SLA)

## 1. Availability

Widas shall make the subscribed product available to the customer in a cloud infrastructure operated by Widas, including the necessary accesses, from the agreed time of provision in accordance with the following provisions.

### 1.1 Monthly availability

guarantees, depending on the agreed plan, a monthly availability of the contractual product of

- Essential/standard: 99% per month
- Pro/Enterprise: 99.9% per month
- High Availability (additional booking required): 99.99 per month.

### 1.2 Calculation

The monthly availability according to Clause 1.1 is calculated from the number of minutes in the calendar month minus the downtime in the same calendar month, except for exceptions (Clause 1.3), divided by the number of minutes in the calendar month.

“Downtime” is a period of at least one minute in which more than five percent of authentication errors occur. This is measured by a monitoring service such as 24x7. In addition, the downtime is determined by the error rate in the back-end server.

### 1.3 Exceptions

The following are excluded from availability in accordance with this Section 1

- Maintenance work on the systems of Widas and its service providers that is necessary for the maintenance and security of ongoing operations or to carry out updates or upgrades;
- Circumstances beyond the control of Widas ID, including force majeure;
- Defects in software or hardware that are under the control of the subscriber and cause outages.

As a rule, Widas carries out maintenance at weekends between Saturday 09:00 and Sunday 18:00 or at night on any weekday between 23:00 and 07:00 the next morning. In exceptional cases, Widas may also carry out system maintenance at all other times, taking into account ongoing operations. In such cases, Widas shall inform the customer of planned system maintenance as early as possible, but no later than one calendar week prior to the system maintenance. Other maintenance windows are possible in consultation with the customer.

#### 1.4 Contractual penalty

If Widas does not comply with the agreed availability under this Clause 1, Widas shall pay a contractual penalty based on the shortfall in availability:

Availability (V)	Contract fee as a percentage of the monthly service fee		
	Essentials/Standard	Pro/Enterprise	High Availability
$\geq 99,99\%$	-	-	-
99,90%	-	-	10%
$99,90\% > V \geq 99,00\%$	-	10%	20%
$99,00\% > V \geq 98,00\%$	10%	20%	30%
$98,00\% > V \geq 97,00\%$	20%	30%	40%
$97,00\% > V \geq 96,00\%$	30%	40%	50%
$96,00\% > V \geq 95,00\%$	40%	50%	-
$95,00\% > V$	50%	-	-

In all other respects, the provisions on liability in the respective General Terms and Conditions of Business and Use shall apply.

## 2. Customer support

### 2.1 Support services

Widas offers the customer support services. The customer's users have the options for submitting support requests as defined in section 2.2 Accessibility.

The customer can submit support requests to the extent defined in the service package on a monthly basis, see chapter Service description. If a support request relates to a product performance fault, this will be processed as a fault report and will therefore not be deducted from the support requests. Additional support requests will be charged at €100 per request plus VAT.

All communication can take place in German or English, depending on the customer's wishes.

Other languages are not currently offered on the support side.

### 2.2 Accessibility

The service hotline can be reached in the following ways:

**Ticketing system:**

<https://support.cidaas.com/>

**E-mail address:**

[support@widas.de](mailto:support@widas.de)

Customer support is available from Monday to Friday between 09:00 and 17:00. This does not apply on public holidays in the federal state of Baden-Württemberg or on December 24 and December 31 of each year. Outside these times, Widas will respond according to availability.