



SERVICE LEVEL AGREEMENT

Service Level Agreement (SLA)



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ac

Security level

PUBLIC

Important announcement

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Statement of responsibility

ANF AC, is committed to the quality of its services,

Guarantee of Response to Requests.

The service measures the time elapsed between the registration of the request in its systems until the start of its treatment, also controlling the workload of each server. Docker technology is used to ensure that the response time, regardless of concurrency and peak consumption points, is always within optimal parameters.

Service continuity guarantee.

ANF AC, guarantees a 99.99% service level. In the event of a service interruption, the following table shows the penalty that THE CLIENT is entitled to receive according to the degree of non-compliance with the objective, based on the average monthly response time by deduction of interruptions,

Penalty	%Monthly payment
From 60 minutes	3 %
From 60 to 120 minutes	5 %
120 'to 8 hours	10%
More than 8 hours	100%

Technical assistance service guarantee.

The technical department's business hours are Monday through Friday from 9am. at 7pm. Urgent service requests (critical impact level) must be requested exclusively through 24x7 telephone support

Business hours 902 902 172

Outside working hours 930 502 397

When an incident is registered in the system, it will be classified according to the degree of impact (level of impact) on the service. Based on this classification, a commitment to initiate technical intervention is defined, as shown in the following table:

Impact	Priority	Target
0	Critical	15 min.
1	Tall	2 hours*
2	Less	4 hours*
3	Null	24 hours*

** corresponds to working hours.*

COMPLAINT PROCEDURE

THE CLIENT, You can initiate the claim by email to the customer service department at the address support@anf.es, within a maximum period of 30 days after the claimed period.

To calculate the penalty, the monthly fee for the affected service will be used. If a certain incident involves the breach of more than one SLA parameter, only one of them will be penalized, in which case the most serious one will be chosen.

THE CLIENT, You can cancel the services in advance without any penalty in case of repeated breach of the SLA.

LIMITATION OF LIABILITY SLA

ANF AC, It cannot be held responsible for the breach of this SLA in situations that are beyond its control, such as:

Defects in equipment or applications provided by **THE CLIENT**.

Failures caused by improper management or omission on the part of **THE CLIENT**, as well as failures caused by third parties that intervene under the direction of **THE CLIENT**.

Denial of service attacks and other security impacts beyond the control of **ANF AC**.

Workload situations directly caused by abuse or inappropriate use of services by **THE CLIENT**.

ANF AC, to provide the service to **THE CLIENT** you may have to query another PCSC, eg OCSP status query. In these cases, the provision of the service may be affected by the practices, policies and SLAs of other TSPs that are not under the control of ANF.

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