



ACUERDO DE NIVEL DE SERVICIO

Service Level Agreement (SLA)





Security Level

PUBLIC

Important Announcement

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Revisions

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1. STATEMENT OF RESPONSIBILITY

ANF Certification Authority, S.L., is committed to the quality of its services,

a) 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.

b) Service continuity guarantee

ANF Certification Authority, S.L., guarantees a 99.50% service level, except in cases of:

- a) Lack of programmed availability, with seven (7) days' prior notice to final users and clients. Except in an emergency (such as a security risk or critical error or risk of critical error), ANF AC is committed to devoting its best efforts to schedule inactivity time during weekends and early mornings.
- b) Lack of availability stemming from unforeseen circumstances beyond ANF AC's control, such as instances of force majeure.

Classification of incidences

When recording an incidence in the system, it will be classified according to the degree of impact in the service. Based on this classification, a technical intervention will take place.

Critique level	Description	Response time	Resolution time	Compensation
Anomaly 1: Critical	Incidence causing a critical impact on the business. Client experiences total or significant loss of the service.	1 hour*	4 hours*	When more than 2 occur in the same month and, whenever the resolution time is exceeded, it will be compensated with an amount of 2% of the monthly invoice.
Anomaly 2: High	Incidence causing notable impact on the business. Client experiences significant interruptions of the service.	2 hours*	120 hours* (5 days)	When more than 5 occur in the same month and, whenever the resolution time is exceeded, it will be compensated with an amount of 1% of the monthly invoice.

Anomaly 3: Moderate	Incidence causing some impact on the business: <ul style="list-style-type: none"> - A defect that causes critical impact on the business that can be avoided. - Certain functions in the software are not operational but the business process is still operational. 	4 hours*	Reasonable follow-up will be provided to requests, as well as needed answers.	Above 20 business days, compensation will be 0.5% of the total bill.
Anomaly 4: Low	Incidence causing a decline in service quality, without fully causing interruptions.	6 hours*	Reasonable follow-up will be provided to requests, as well as needed answers.	Above 30 business days, compensation will be 0.5% of the total bill.

* corresponds to business hours (8x5)

Should an incidence result from, or be directly linked to an anomaly or design error affecting the solutions, ANF AC will provide an alternate solution and a date will be set in order to rectify said anomaly or error.

c) Technical assistance service guarantee

The technical department's business hours are Monday through Friday from 9.00 to 18.00. Urgent service requests (critical impact level) must be requested exclusively through 24x7 telephone support

- Business hours + 34 932 661 614
- Outside business hours +34 930 50 23 97

2. COMPLAINT PROCEDURE

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

To calculate the penalty, the monthly fee of the affected service will be used. If a certain incidence 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, may cancel the services in advance without any penalty in case of repeated breach of the SLA.

3. 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:

- a. Flaws in equipment or applications provided by **THE CLIENT**.
- b. 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**.
- c. Denial of service attacks and other security impacts beyond the control of ANF Certification Authority, S.L.
- d. Workload issues directly caused by abuse or inappropriate use of services by **THE CLIENT**.
- e. ANF Certification Authority, S.L, to provide the service to THE CLIENT you may have to query another PCSC, e.g., 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 Certification Authority, S.L.
- f. Reasons of force majeure