



Service Level Agreement (SLA)

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1. PURPOSE OF THE SERVICE

This Service Level Agreement (SLA) defines the conditions, service levels, and procedures applicable to the customer support and technical assistance services provided by ANF AC to its CLIENT, in accordance with the main service provision agreement.

2. STATEMENT OF RESPONSIBILITY

ANF AC is committed to the quality of its services, providing guarantees regarding request response, service continuity, and technical support:

a) Request response guarantee.

The service measures the time elapsed between the registration of a request in its systems and the start of its processing, while also monitoring the workload of each server. Docker technology is used to ensure that response times remain within optimal parameters regardless of concurrency and peak demand.

b) Service continuity guarantee.

ANF AC guarantees a service level of 95%, except in the following cases:

- Scheduled downtime notified to customers and end users at least seven (7) days in advance. Except in emergencies (such as a security risk or a critical error or risk of a critical system failure), ANF AC undertakes to make all reasonable efforts to schedule downtime during weekends and early morning hours.
- Unavailability resulting from unforeseen circumstances beyond ANF AC's reasonable control, such as force majeure events.

Incident classification

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

Critique level	Description	Response time	Resolution time
Anomaly 1: Critical	Incidence causing a critical impact on the business. Client experiences total or significant loss of the service.	1 hour*	10 hours*
Anomaly 2: High	Incidence causing notable impact on the business. Client experiences significant interruptions of the service.	4 hours*	30 hours*
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. 	1 day*	Reasonable follow-up will be provided to requests, as well as needed answers.
Anomaly 4: Low	Incidence causing a decline in service quality, without fully causing interruptions.	2 days*	Reasonable follow-up will be provided to requests, as well as needed answers.

* Corresponds to business hours (8x5)

“Response” shall be understood as the formal acknowledgement of receipt and the assignment of a technician responsible for the case.

If the incident results from or is directly related to an anomaly or design error affecting the solutions, ANF AC shall provide a workaround and establish a correction date for the anomaly or error.

c) Technical support service guarantee.

The technical department’s service hours are from Monday to Friday, on business days, from 09:00 to 18:00 CET. Urgent service requests (critical impact level) must be submitted exclusively through 24x7 telephone support:

- Business hours: +34 932 661 614
- Outside business hours: telephone number and email address of the account manager, which will be provided individually to the CLIENT.

3. CLAIM PROCEDURE

The **CLIENT** may submit a claim by email to the customer support department at soporte@anf.es, within a maximum period of thirty (30) days following the period being claimed.

The penalty shall be calculated based on the monthly fee of the affected service. If a specific incident results in the breach of more than one SLA parameter, only one penalty shall be applied, in which case the most severe one shall be selected.

The **CLIENT** may terminate the services early without any penalty in the event of repeated breaches of the SLA.

4. SLA LIMITATION OF LIABILITY

ANF AC shall not be held liable for breaches of this SLA in situations beyond its control, including, but not limited to:

- 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 acting under the **CLIENT's** direction.
- Denial-of-service attacks and other security-related incidents beyond **ANF AC's** control.
- Workload situations directly caused by misuse or improper use of the services by the **CLIENT**.
- In order to provide the service to the **CLIENT**, **ANF AC** may need to query another PSC/SP (e.g., OCSP status requests). In such cases, the provision of the service may be affected by the practices, policies, and SLAs of other TSPs that are not under **ANF AC's** control.
- Force majeure events.

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