SERVICE LEVEL AGREEMENT - ENTERPRISE

1 Uptime

1.1 Calculating uptime: Trustfull strives to make the Services available with an uptime of 99.9%. Uptime shall be calculated on a monthly basis using the following formula:

$$Uptime = \frac{Operational\ successful\ minutes}{Total\ minutes\ in\ the\ last\ 90\ days - Excluded\ minutes} \times 100$$

where:
- **"Operational successful minutes":** Refers to the minutes during which more than 95% of Trustfull's API responses are successful.
- **"Total minutes in the last 90 days":** Represents the total number of minutes in the last 90-day period.
- **"Excluded minutes":** includes any scheduled maintenance and any downtime caused by events or issues outside of Trustfull's control (including issues for which the Company is responsible).

1.2 Operational Successful Minutes: A minute is considered operationally successful when it meets the criteria of a successful API response, typically indicated by an HTTP status code 2xx, where the requested data is successfully returned. In this evaluation, 4xx[1] such as an invalid request or unauthorised request are excluded. Partial degradation or even outage of a single datapoint[2] will not be considered a system failure.

1.3 Scheduled maintenance: Trustfull commits that planned maintenance will not exceed (3) hours and will be communicated to the Company at least one week in advance unless a shorter notice period is deemed necessary from a security perspective. The number of planned maintenance events will not exceed three days each month.

1.4 Reporting: Trustfull will report operational incidents and scheduled maintenance affecting the Services on https://trustfull.statuspage.io/ and the Company can elect to subscribe to e-mail notifications. The uptime metrics evaluated using the above formula will be displayed under **System Uptime** on the status page.

2 General conditions

2.1 Beneficiary: Trustfull will provide Maintenance and Support Services to the Company (excluding End-Users) starting from the Signing Date or the Go-Live Date if defined in an Order Form.

2.2 Second-line Support: The Company must exhaust all in-house resources to investigate an issue and determine if it is caused by the Services before contacting Trustfull.

2.3 Responsibility: Trustfull and the Company are responsible for solving incidents and malfunctions within their own scope of control. Trustfull is not responsible for incidents or malfunctions not attributable to the Services.

2.4 Information Exchange: The Company shall promptly provide Trustfull with all information and materials required for investigating, diagnosing, and correcting reported issues.

2.5 Electronic Ticketing System: Trustfull will provide access to an electronic ticketing system to request maintenance and support services. The ticketing system will log tickets and provide the Company with a reference number.

3 Preventive and adaptive maintenance

3.1 Preventive Maintenance: Trustfull will deliver fixes, patches, service packs, changes, modifications, updates, upgrades, and versions of the Service to prevent errors, incidents, and Defects (as defined below).

3.2 Adaptive Maintenance: Trustfull shall provide adaptive maintenance, including changes necessitated by environment changes or to maintain compatibility with new releases or hardware changes.

4 Corrective maintenance

4.1 Corrective Maintenance: Trustfull shall correct Defects in the Services. A "Defect" is defined as anything more than a minor deviation in the Services, including incidents and malfunctions.

4.2 Issue Reporting: The Company must report defects by creating a ticket in the electronic ticketing system and providing a detailed description to Trustfull.

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[1] 4xx: Status code include but not limited to 404 not found 403 unauthorized of 400 bad request
[2] datapoint: Trustfull process and return undeds of signals to evaluate a digital score. Datapoint is to be considered a single signal in the total data pool. Datapoints are documented in the data catalog

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4.3 Priority Levels: The company shall assign a priority level based on the Defect's business impact:

Priority	Description
P1	Defect resulting in full or partial system outage or a condition that makes the services unavailable.
P2	High business impact, major functionality impacted.
P3	Minor business impact, component not performing as expected.
P4	Partial outage of single data point.
Technical support	General guidance on the platform or API usage

5 Technical support

5.1 Technical support: Trustfull shall provide technical advice as needed to resolve the Company's day-to-day difficulties and queries with respect to understanding and operating the Service, such as information on platform capabilities, navigation, installation, or configuration.

5.2 Timing & Essential Data: To initiate a support request, the Company must formally submit it to Trustfull within seven (7) days of the event. Failure to provide the required information within this timeframe will result in the request being discarded. Please note that, for security reasons, telemetry logs are retained for only seven (7) days and will be permanently purged thereafter.

5.3 Timing: Trustfull will use commercially reasonable efforts to ensure that Defects are resolved within the times set out below:

Priority level	Resolution time*
P1	6 hours
P2	10 hours
P3	48 hours
P4	as soon as possible
Technical support	72 hours
Resolving completely or de-escalating to a lower severity level	

5.4 Measuring & service hours: Resolution time is only measured during the service hours and starts from the creation of a ticket. For the avoidance of doubt, if a ticket is created outside the service hours, then it is measured from the next time when the service hours are in effect.

P1 & P2	07:00 – 23:00 any day during the year
Other requests	09:00 – 17:00 any Business Day

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