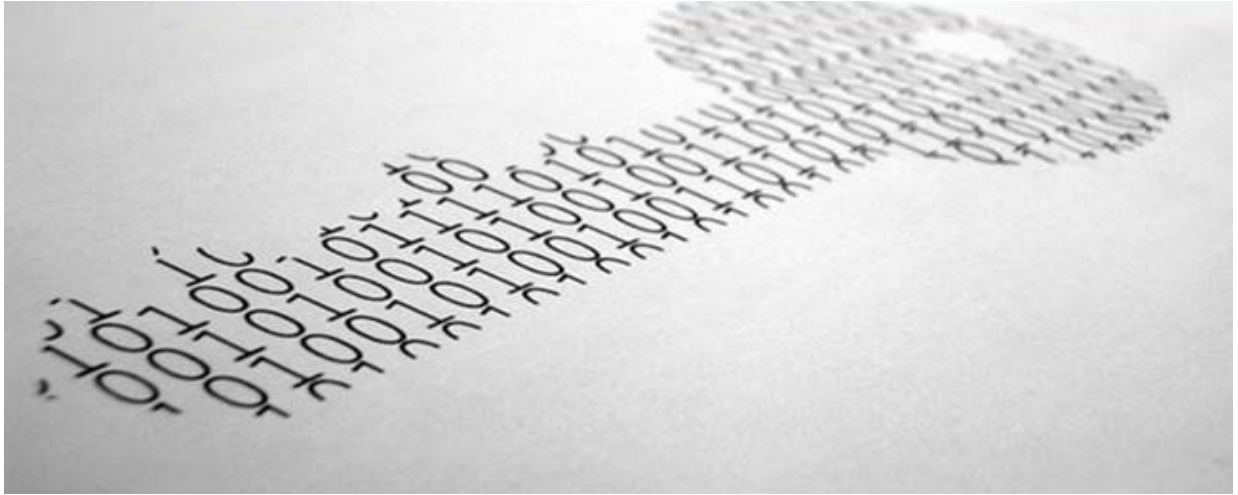


Service Level Agreement



Service Level Agreement SwissSign Services

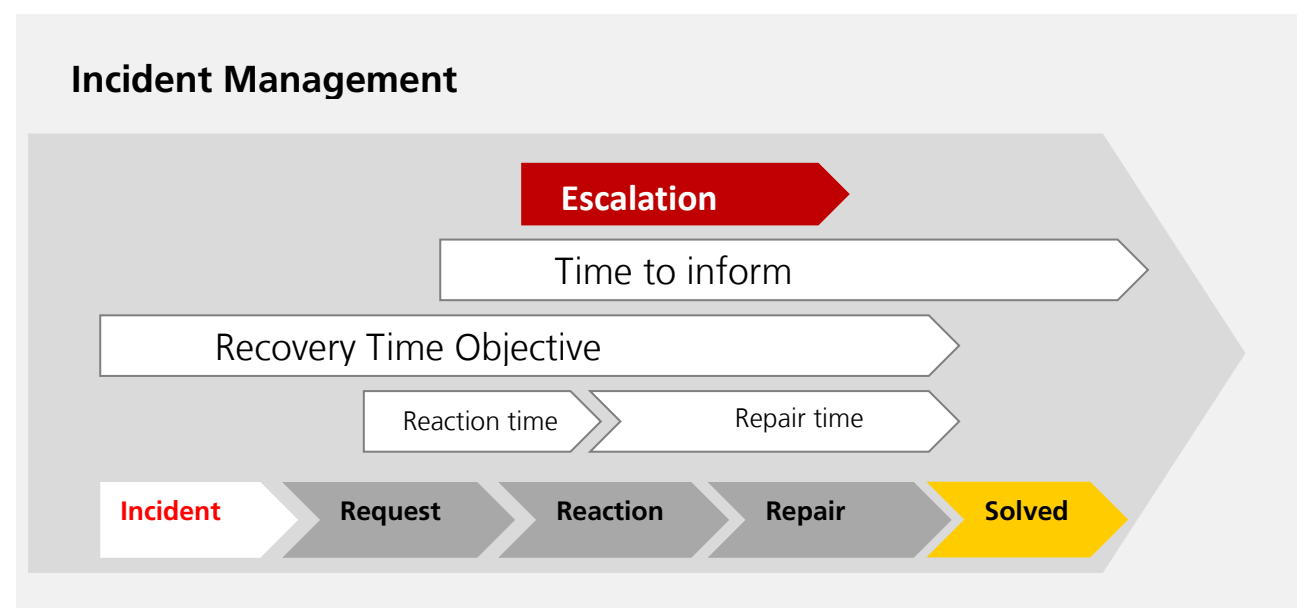
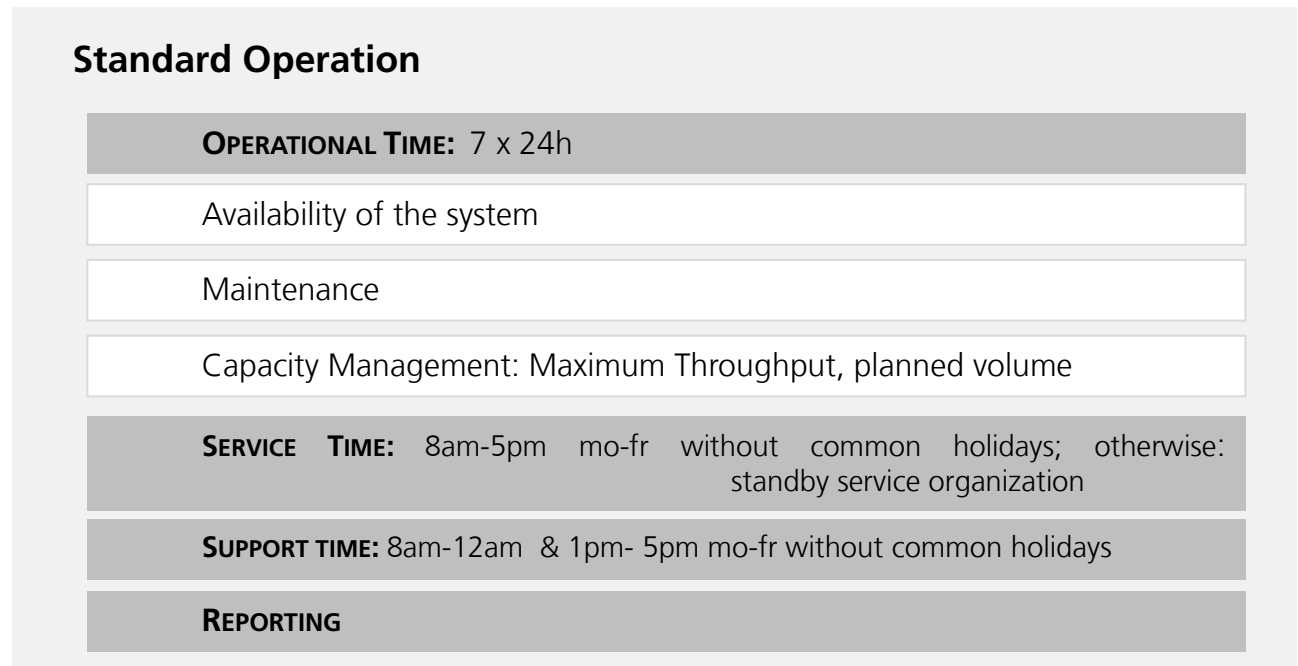
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1 Intention of this document

This document specifies the services of SwissSign AG and consists of the chapters “Standard Services Operation”, “Incident Management”, “Definitions” and “Contacts”. The chapter “Standard Services Operation” and “Incident Management” show the concrete service level values and the appropriate definitions can be found in the chapter “Definitions”.

The following schema outlines the different elements of the supply of services which will be detailed in the next chapters:



2 Standard Services Operation

Service Level Parameter	Target values	Comments
Operation time	7 x 24 h	
Service time	Mo - Fr 08:00 - 17:00 h without common holidays in Switzerland	Outside service time a standby service is organized
Standby service	Outside service time	
Support time	Mo - Fr 8am -12am and 1pm - 5pm without common holidays in Switzerland	Phone: +41 848 77 66 55 helpdesk@swissign.com
System availability	OCSP: 99.9% CRL: 99.9% Managed PKI (Web GUI/CMC): 98.5% Time Stamp Service: 99.9% Signature Service (Organization Certificate): 98.5%	
Measuring period	Quarterly	Measurements will be done all 3 months this means the maximum failure time will be 2.2 hours in case of an availability of 99.9%
Maintenance activity	Frequency: 12 times yearly maximum Pre-announcement at least 7 days in advance including detailed time values In case of security incidents pre-announcements will be 24 hours before maintenance work	Rule of thumb based on historical values of the last years: 2 longer maintenance work activities (7 hours) and 3 short activities (less 2 hours)
Maintenance window	Mo-Fr: 6pm – 6am; Sa und So: whole day Security relevant incidents: 2am - 6am Mo – So	During the maintenance window it is possible that maintenance activities can be applied
Reporting	Monthly on request (additional cost)	

3 Incident Management

This process will be enforced in case the standard operation cannot be fulfilled anymore.

Service Level Parameter	Target values	Comments
Information time	In case repair of a problem will be longer than the defined repair time SwissSign will inform at least one hour before the end of the repair time. Information concerning incidents will be updated all 4 hours.	All updates and hints concerning incidents, problems and maintenance activities will be published on https://www.swissign.com/system-status
Recovery Time objective / maximum downtime	24 hours	Force majeure is excluded.
Recovery Point objective / maximum data loss	24 hours	
Repair time	2 hours as target value	

4 Definitions

Term	Definition
Operation time	Time span Swissign operates the solution (see also support time). Base is a 7x24 hours operation time.
Support time	Support time is the time span Swissign is prepared to accept incident messages. Messages can only be placed during support time.

Term	Definition
System availability	<p>The ratio of the period in which the system is operatively available to the agreed time. Maintenance times, i.e. maintenance windows with announced maintenance activities are not included in the calculation of availability. Exceptions are made for disruptions which are beyond the control of SwissSign or are caused by force majeure. SwissSign can also offer no guarantee for the availability of the Internet.</p> <p>Total time: Operation time minus maintenance time</p> <p>Availability: (Total time minus down time [without maintenance time]) / Total time</p> <p>Measurement is always done based on a period of one calendar year.</p> <p>Measurement: http(s)-based services are available if the request is answered with an appropriate http state. In order to measure the availability the http(s)-based service to be measured will be called all 5 minutes via a test URL. Responses will be analyzed accordingly.</p>
Measuring period	Time period for the measurement of the availability according to the definition of system availability
Maintenance activities	<p>Maintenance work is categorized as follows:</p> <ul style="list-style-type: none"> • Planned regular maintenance (Low availability and security risks: implementation according maintenance plan) pre-announcement: 5 days before on our system status web page • Short-term necessary maintenance (medium availability and security risks): pre-announcement 24 hours before on our system status web page • Urgent security maintenance (high availability and security risks): announced immediately on our system status web page and performed immediately
Maintenance time	The maintenance time is the time span of a used maintenance window in addition to any urgent security maintenance time span
Maintenance window	The maintenance window is a time span used for technical or application based or similar work to be performed at the system. In this time the system is not guaranteed available for a short period. Planned maintenance and short-term maintenance (e.g based on announced security leaks) are not part of the system availability calculation.

Term	Definition
Reporting	Monthly reports: <ul style="list-style-type: none"> • System availability • Number of failures and time span of the failure • Operational statistics
Information time	In case that the repair time is longer as the expected repair time SwissSign informs within the information time before end of the previous expected repair time about the new target for the repair time
Reaction time incident	Within the reaction time incident SwissSign starts the troubleshooting of an incident
Reaction time support	Within the reaction time support the support will give a first answer for a request. In case of requests outside of support hours the reaction time will start at the beginning of the next working day.
Recovery Time Objective (RTO)	Maximum downtime
Recovery Point Objective (RPO)	Calculates the maximum data loss. This defines the maximum time span between two data backups.
Repair time	The repair time is the time span used to repair the failure. The repair time starts when the reaction time finished.
Service time	The service time covers the proactively pursued operational time. The time outside the service time is defined as standby service time. Both together are the operation time.
Standby service time	The standby service time is the time span during which an on-call service is available. The time outside the standby service time is defined as service time. Both together are the operation time.
Incident	An incident is an event which is not part of the standard operation of a service or part of an operation which influence the standard operation. Incidents will be detected by monitoring or can be announced during support time.

5 Contacts

Contact SwissSign

Subject	Contact	Description
Helpdesk / Incident notification	Changing help desk	+41 848 77 66 55 helpdesk@swissign.com
Key Account Management	Sales Support Service Desk	+41 848 77 66 55 contracts@swissign.com