

## SERVICE LEVEL AGREEMENT - Standard SIGNATURIT GROUP SPAIN

The Provider offers different Standard, Silver, Gold, and Platinum Service Level Agreements (SLAs) with different Onboarding, Availability, and Support features.

This Standard Service Level Agreement shall apply to all contracts, regardless of whether they are formalized online or through the commercial channel, provided that the Client has not contracted a higher SLA.

Once the Service has been activated for the Client, the system will be covered by the Service Level Agreement in terms of Availability and Technical Support to ensure its operational continuity in the event of any incidents or problems that may arise during its operation.

### 1. AVAILABILITY OF SERVICES

This Support covers technical support for the following services of Signaturit Platform:

- Dashboard for Business, Business + & Enterprise suscription
- API for Enterprise subscription

#### 1.1. Time availability

The Provider will make every effort to ensure that its various services are available at least 99.95% of the time, 24 hours a day, 7 days a week, 365 days a year.

The availability of the Services is the period during which there are no interruptions that prevent the Client from using them or connecting to the Platform. The 99.95% service availability rate implies an annual downtime of a maximum of 4.4 hours in addition to scheduled downtime.

#### 1.2. Maintenance – Scheduled interventions

The Provider may interrupt the service to carry out maintenance and upgrade work on the services.

Maintenance windows are agreed upon for ordinary or extraordinary maintenance activities. These windows will not be counted for measuring the availability of the service.

Except in the case of urgent security measures due to external causes, as a general rule, maintenance operations shall preferably take place at night (between 10 p.m on Friday and 10 p.m. on Sunday), and there will be a maximum of 4 interruptions per year for a maximum annual duration of 16 hours.

The dates of interruptions with unavailability of the Services shall be available on the Signaturit website at least FIFTEEN (15) days in advance. The Client must regularly consult the website <https://status.signaturit.com/> or subscribe to automatic notifications on the website at that link.

#### 1.3. Limitation of liability

The Provider limits its liability to the provision of the Services and shall therefore not be liable for any performance issues due to:

- Lack of availability or slowness of the network connecting the Client's environment with the Provider's infrastructure and data centres.
- Incorrect configuration or sizing of the Client's infrastructure.

- Incorrect installation or configuration of software using the Provider's services in the Client's infrastructure.
- Interruptions or incidents involving third parties with which the service communicates.
- Cyber-attacks or cases of force majeure.

#### 1.4. Definition of availability

No penalties shall apply if the availability level is lower than that established in the "Times availability" section of this annex for the Standard Support level.

## 2. SUPPORT

#### 2.1. Definition of priorities

Reported incidents shall be categorised according to the following classification, based on the impact on the business, the number of users affected, and the urgency:

Severity	Definition
P1	Total system failure, preventing access to the platform or service and making it impossible to use any of its services.
P2	Failure of one or more key functionalities of the service (core functionalities of the service, not secondary functionalities), which seriously affects the proper functioning of the service for all users.
P3	Failure of one or more functionalities of the service without presenting an immediate significant effect on the quality of service to all users, such as ergonomic, graphical, editorial, etc. failure.

#### 2.2. Response and resolution times

The following table shows the response times according to the criticality of the reported incidents and the category of Support contracted:

Support/criticism	Standard
Customer Response Time	uncommitted time
P1 Resolution Time	uncommitted time
P2 Resolution Time	uncommitted time
P3 Resolution Time	uncommitted time

The times indicated in days and hours refer to working days and hours during standard working hours (from 8:30 a.m. to 5:30 p.m. Monday to Thursday and from 8 a.m. to 3 p.m. on Fridays) in the GMT+01 time zone.

With the response, the Client shall be informed by email of the criticality chosen for the declared incident.

Those incidents that require a new version of a product shall be identified as non-urgent (P3) and the final resolution time will be set to the deployment of that version.

## 2.3. Support services included

Depending on the Support category contracted, the Support will include certain services, communication channels, as detailed below:

Support	Standard
Customer service portal	Yes
Priority routing and support	-
Priority levels considered	-
Support Specialist	-
Support Service Review	-
<b>Communication channels:</b>	
Ticket portal	Yes
Chatbot	-
Telephone	-
Videoconference meetings	-
<b>Exclusively for P1:</b>	
24/7 monitoring	Yes
Technical support	8/5

Contact channels:

✓ Support service is available via contact at <https://help.signaturit.com/hc/en-us/requests/new>

✓ Live chat with an agent during office hours, available from the help centre or from within the product (applies to IvSign and Signaturit Dashboard services only)

✓ Help Centre available: <https://help.signaturit.com/hc/en-us>

✓ Telephone: will be provided for Gold and Platinum Support. The Client shall provide the Provider with contact details (email and telephone number) for communication purposes.

The times indicated in days and hours refer to working days and hours during standard business hours (8:30 a.m. to 5:30 p.m. Monday through Thursday and 8 a.m. to 3 p.m. on Fridays) in the GMT+01 time zone.

## 2.4. Scheduled outages - Exclusions

For the purposes of response and resolution times, "scheduled outages" of services caused by the following shall not be considered:

- Work that involves service outages and that is necessary to improve service performance.
- Preventive maintenance work on infrastructure.
- Software updates.
- Incidents that the parties deem not to be the responsibility of the Supplier.

Scheduled service outages shall be notified at least 48 hours in advance through the established communication channels.

The Support SLA excludes:

- The resolution of problems arising from modifications to infrastructure services, carried out without the explicit knowledge and authorization of the provider, or other than those included in the service practices and policies.

- Any problem caused by factors beyond the supplier's control, including any unforeseeable cause or for reasons of force majeure in accordance with article 1.105 of the Spanish Civil Code.

## 2.5. Information to be reported in the event of an incident

The communication of the incident report from initial Support must contain the minimum information necessary to be able to respond to the incident within the committed timeframes. The data marked with \* below will be essential in order to respond to the request; the committed timeframes will only begin to run once this information is complete.

Information that must be included in each incident report (\* is mandatory):

- ✓ The name of the product/service\*.
- ✓ The name of the Client\*.
- ✓ A descriptive title\*.
- ✓ The urgency of the resolution (critical/high/low priority).
- ✓ If the incident is related to a specific user, include their username in the application\*.
- ✓ The date and time when the incident occurred (format dd/mm/yyyy hh:mm)\*.
- ✓ A detailed description of the incident (may be complemented with screenshots, if necessary)\*.
- ✓ The error code (if displayed on the screen).
- ✓ The steps taken to replicate the incident in initial Support.
- ✓ Details of the environment in which the incident occurred (operating system/browser/software versions/etc.)\*.
- ✓ Relevant observations.