CONTRACTS · SERVICE LEVEL AGREEMENT (SLA)

Service Level Agreement (SLA)

version v1.3 · effective from 2 October 2026

Service level agreement which we conclude with customers and partners. We tie availability to the publicly measured history at /status and promise only what we can demonstrably deliver; individual parameters can be agreed. This is the binding wording in which we conclude the contract (in its Slovak version); fields marked [•] are completed with identification data at signature. Conclusion or individual adjustments: peppol@verteco.digital.

Informative translation. Only the Slovak wording is legally binding (General Terms, art. 21). In case of any discrepancy the Slovak text prevails. Open the Slovak version

SERVICE LEVEL AGREEMENT (SLA)
annex to the agreement on the provision of the Verteco Peppol service

Provider: Verteco digital services, s. r. o., Company ID (IČO) 53 412 834, Daniela Dlabača 21, 010 01 Žilina (PA SK ID EFSK000031, Peppol Seat ID PSK001128)
Customer: [•]

Art. 1: Scope
1.1 This agreement governs the service level of the Verteco Peppol service: receiving and sending
electronic documents in the Peppol network (AS4 endpoint), the portal, the REST API and the SAPI-SK
interface, webhooks and notifications.
1.2 The agreement does not cover: the test environment (test.peppol.verteco.digital), third-party
services outside the Provider's control (the Peppol network, the SMP/SML infrastructure of the
Financial Administration, receiving Access Points, recipients' e-mail inboxes) and planned outages
under Art. 3.

Art. 2: Availability
2.1 Target monthly availability of the production service (AS4 endpoint + API): 99.5 %. This level
applies to every Customer and every intermediary without a separate arrangement.

2.2 Availability is calculated per calendar month. The Service is deemed unavailable in a minute in which the AS4 endpoint or the production API is unavailable. It is measured by a
continuous internal probe at one-minute resolution; the measurement history is publicly available at
https://peppol.verteco.digital/status (30- and 90-day window by component)
and the data of the Provider's measurement system are decisive. The measurement methodology is
deliberately conservative: missing measurements count against the Provider and percentages are
rounded down. If it is shown that the measurement was faulty (in particular an outage or fault
of the measurement system itself although the Service was demonstrably available), the
actual availability of the Service as evidenced by the operational records of either party is decisive.
2.3 The following do not count as downtime: planned outages (Art. 3), urgent security or emergency maintenance under Art. 3 (not exceeding, however, 180 minutes per calendar month),
unavailability caused by the Customer (faulty integration, exceeding limits), justified suspension of the Service under the General Terms (payment default, abuse, security reasons),
force majeure, large-scale outages of third-party infrastructure beyond the Provider's reasonable
control (outage of an entire cloud platform region, of DNS infrastructure,
distributed attacks) and third-party outages under Art. 1.2.

Art. 3: Planned outages
The Provider shall announce a planned outage with an expected impact on availability at least
48 hours in advance by e-mail; it carries them out preferably outside working hours (Mon to Fri
8:00 to 17:00). Urgent security or emergency maintenance (averting a security incident, a critical fix) may be carried out by the Provider without prior notice;
it informs about it without undue delay at /status. Routine deployments without downtime are
not announced.

Art. 4: Support and response times
4.1 Channels: the portal (Support section, the primary channel bound to the account), e-mail

peppol@verteco.digital, telephone +421 944 488 269. Support working hours: Mon to Fri
9:00 to 17:00 (Slovak working days).
4.2 Classification and response times (time of the first qualified response during working hours):
P1: outage of document delivery or receipt for the Customer as a whole:
response within 4 working hours, work on the fix continuously during working hours;
a P1 report received outside working hours is acknowledged automatically by the Provider
within 1 hour (ticket number) and monitoring under Art. 4.3 runs continuously
P2: substantial limitation of functionality with an existing workaround:
response by the next working day
P3: other questions, minor errors, change requests:
response within 2 working days
4.3 The Provider also detects incidents with system-wide impact proactively (automated
monitoring with team notification); it informs about major incidents at /status.
4.4 Incident confirmation. At the Customer's request submitted within 30 days of the incident, the
Provider shall issue within 10 working days a written incident confirmation: start and end time
(UTC and CET/CEST), the components affected under Art. 1.1, the extent of the impact, the identified
cause and its classification under Art. 2.3, the impact on documents (deferred, delivered
subsequently) and the measured minutes of unavailability. The confirmation is based on the
measurement system under Art. 2.2 and the history at /status, and the Customer may use it to
demonstrate to the Financial Administration of the Slovak Republic that the outage was on the side of
the delivery service provider.

Art. 5: Credits for failure to meet availability
5.1 If monthly availability falls below the target under Art. 2.1, the Customer is entitled, upon a
request submitted via the portal (Support) or by e-mail to peppol@verteco.digital within 30 days of
the end of the affected month, to a credit from the monthly fees for the affected month;
no entitlement arises if the Customer has due and unpaid obligations towards the

Provider at the time of the request. Only one band, the highest reached, applies:

- below 99.5 % → credit 10 %
- below 99.0 % → credit 25 %
- below 97.0 % → credit 50 %

"Monthly fees" means the fees for the Service relating to the affected calendar month, excluding one-off fees (e.g. managed integration, intermediary listing).

5.2 The availability credit is added to the Customer's (or its payer's) prepaid credit and is set off against future fees; it is not paid out in money. The total of credits for a month shall not exceed 100 % of the Customer's monthly fees for the affected month. Unused availability credits lapse without compensation upon the end of the agreement on the Service.

5.3 The credit under this agreement is the Customer's sole and exclusive remedy for failure to meet the target availability under Art. 2.1; this is without prejudice to claims that cannot be waived in advance by law (in particular compensation for damage caused intentionally). The parties agree, in line with Art. 14 of the General Terms, that compensation for damage under this agreement and under the agreement on the Service is limited to the total of fees paid by the Customer in the 12 months preceding the damaging event, but at least EUR 500, and does not include lost profit or indirect and consequential damage; the limitation does not apply to damage caused intentionally. In case of conflict with the General Terms, this agreement prevails in matters of availability and credits.

Art. 6: Obligations of the Customer

The Customer maintains working contact details, adequately secures its access (MFA recommended), reports incidents through the channels under Art. 4.1 and in the case of a P1 provides the assistance needed for diagnosis (document identifiers, times, integration logs).

Art. 7: Final provisions

7.1 The agreement takes effect on [•] and continues for the duration of the agreement on the Service.

7.2 Other matters are governed by the General Terms

(https://peppol.verteco.digital/vop) or, as the
case may be, the Intermediary Terms and Conditions, and by the law of the Slovak Republic.
Circumstances excluding liability under § 374 of the Commercial Code remain unaffected.
7.3 The Provider may amend this agreement under the same regime as the General Terms: by notice at
least 30 days before the change takes effect; the Customer's consent is not required. If the Customer
does not agree with the change, it may terminate the agreement on the Service at any time from the
notice with immediate effect without sanction, at the latest by notice delivered as at the effective
date of the change; changes exclusively in favour of the Customer (such as the increase of the target
availability in v1.3 from 99.0 % to 99.5 %) take effect on the day of publication.
7.4 Loss of the Provider's authorisation. If the Provider loses its accreditation, its authorisation
to provide services in the Peppol network or a certification which the rules of the Peppol network at
the given time require as a condition of providing the service, or if these are suspended, Art. 16 of
the General Terms and point 7.5 of the Intermediary Terms and Conditions apply: the Customer may
terminate the agreement at any time with immediate effect without sanction and the Provider shall
provide assistance with the transition.

In ....., on .....

Customer: ..... Provider: .....