



SERVICE LEVEL AGREEMENT

As a provider of software for digital signatures, sproof GmbH is committed to maximum availability and security. Our goal is to always offer our customers the best service as a strong partner.

Our terms and conditions and data protection provisions form the legal basis of our service guarantees. In this document you will find additional and explanatory information on the service level contact.

Summary of our aims

Uninterrupted operation



We operate a redundant infrastructure to ensure uninterrupted operation.

High speed and failure-free updates



We carry out software updates without interruption and ensure that our service runs at high speeds thanks to maximum connectivity.

Early communication of any maintenance windows with third-party providers



If maintenance windows are necessary for third-party providers and there is a possibility that the services will be restricted as a result, we will communicate this at an early stage.

Contractual assurance of guarantees for subcontractors



We require contractual assurances from our subcontractors regarding the availability and performance of the services.

Guaranteed response to written inquiries



We respond to written inquiries within a guaranteed time and ensure transparent communication and ongoing information on status changes.

Transparent and traceable communication for support tickets



Our support tickets are processed transparently and comprehensibly by our employees, who can always communicate directly.



Service level description

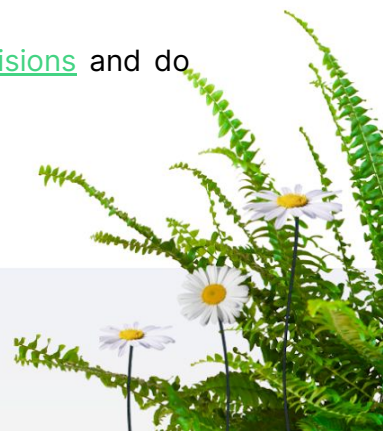
sproof endeavors to offer the signature service continuously and without interruption. In accordance with our GTC 8.1, sproof guarantees the proper operation of the platform under regular conditions, whereby § 377 UGB does not apply. Availability may be temporarily restricted if the security or integrity of the servers or IT infrastructure so require, if technical maintenance or repair work is necessary, or if this is necessary in view of capacity limits. sproof will endeavor to inform customers of any temporary restrictions in availability at an early stage and to take into account the interests (e.g. usage times) of customers during scheduled maintenance windows.

Insofar as sproof relies on services offered by third-party providers (e.g. third-party providers (e.g. trust service providers or identification services), the terms and conditions the availability contractually promised by these providers to sproof or the applicable provisions stated in the GTC apply.

In accordance with GTC 9, sproof reserves the right to temporarily or permanently restrict the availability or access of a user to the service in the event of, among other things, incorrect or incomplete information, violations of fundamental provisions of these GTC or behavior that is detrimental to sproof and could impair the use of the platform.

sproof offers the possibility of written or telephone inquiries. During normal business hours (Monday to Friday between 09:00 and 17:00) we endeavor to process requests as quickly as possible. In the case of inquiries via support@sproof.io or ticket@sproof.io, confirmation that the inquiry has reached us will be sent and the status of the inquiry can be checked at any time or you will be automatically informed of any changes.

These provisions are explanatory of the [GTC](#) and [data protection provisions](#) and do not supplement or replace them.



Contact



Written requests

Do you have legal questions or questions about our product or our service? Please contact sales@sproof.io

Do you have technical questions or suggestions for improvement? Please contact ticket@sproof.io



Telephone request

Monday to Friday (except public holidays) between 09:00 and 17:00 you can reach us by telephone on +43 50 423





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