

APPENDIX - HOSTING SERVICE LEVELS

The service levels are distinguished by availability as detailed in this article.

The Operating Platform is permanently accessible to users (namely 7 days a week, 24 hours a day)

The availability rate of the Operating Platform is 99.5 %. This rate is calculated on the basis of the Malfunctions actually observed between 8:00 a.m. and 7:00 p.m., 5 days out of 7 (business days, excluding public holidays).

The Publisher undertakes to inform the Customer in advance of any planned service interruption apart from the maintenance slot (exceptional maintenance operations, including critical security updates are excluded from this notification measure.)

If access is impossible, the Publisher is committed to a return-to-service time of less than 4 hours from the Customer's reporting of the Malfunction. This commitment to resume service in under 4 hours applies to business days and hours, Monday to Friday, from 8:30 a.m. to 12:30 p.m. and from 1:30 p.m. to 6:00 p.m. (Paris time).

Service shut-downs for the following causes are not included in this calculation:

- Service shut-downs related to elements that are not the Publisher's responsibility,
- Scheduled shut-downs for the technical maintenance of the hosted Platform.

RPO - Recovery Point Objective means the maximum amount of data - as measured by time - that it is acceptable to lose during a failure.

The maximum acceptable data loss (RPO) is 24 hours