

## **Supplementary Agreement to the Contract Concerning the Standardised Measurement of the Usage of Sites**

(Site is the umbrella term for stationary sites, apps and mobile enabled websites (MEW))

In the following, the contract concerning the standardised measurement of the usage of sites is supplemented by the following SLA (Service Level Agreement):

### **1. Scope of Services**

The scope of services offered by INFOnline GmbH comprises the measurement of key performance indicators for the customers' sites for their own purposes and, if desired, the forwarding of this data for subsequent processing by IVW e.V. and AGOF e.V.

#### **Redundant System Architecture**

INFOnline endeavours to minimise the risks of failure of the contractually specified services through the use of redundant systems to the highest possible degree and high quality components. This includes the upgrading of server capacities, network connections and other relevant resources, insofar as this is technically necessary.

#### **Escalation Procedure in the Event of a Failure**

The SZM system is integrated into a 24/7 monitoring. This means that failures in the measurement chain are detected **at all times** and emergency maintenance can usually be started within a few minutes.

As a rule, any incident is reported in the monitoring after a maximum time of 30 minutes and debugging is usually started during the regular working hours (Monday through Friday from 09:00 to 18:00) without delay. Outside regular working hours, an escalation procedure is initiated for a supervisor on duty.

INFOnline GmbH endeavours to take all possible malfunction scenarios into account in advance and to integrate them into the monitoring. In the unlikely case of an incident not escalated by a monitoring process, however, the times given above do not apply.

INFOnline assumes no responsibility for the availability of any services provided by third parties. This applies in particular to the availability of Internet routes, SMS services and telephone services.

### **2. Availability**

The following rules apply for the availability of services by INFOnline GmbH:

#### **Availability of the basic data collection (Page Impressions and Visits)**

The basic data collection has an annual medium availability of 99 percent.

#### **Availability of unique client data collection**

The unique client data collection has an annual average availability of 99 percent.

### **Availability of tools for the display of data**

The display tool has an annual average availability of 99 percent.

### **Availability of tools for data management in the Customer Center**

The tools for data management (code allocation, site master data and locallists) have an annual average availability of 98 percent.

When calculating availability, times scheduled for standard maintenance are excluded. Standard maintenance times are currently scheduled for each Friday between 10:00 and 14:00. iNFOnline reserves the right to change these times as long as this can be deemed reasonable for the customer.

## **3. Support / Helpdesk**

For customer support a dedicated support team is available during the regular working hours (Monday through Friday from 09:00 to 18:00) to be contacted by telephone and e-mail. The current contact data can be found on the iNFOnline website under the "Service & Support" menu.

The initial reaction time is four hours. The processing of support enquiries submitted prior to 13:00 on a working day will be begun on the same day. Technical instances are usually resolved on the same working day. The customer will be notified if this is not possible.

## **4. Data Backup**

iNFOnline assumes no responsibility for data backup for customers. When customers receive data from iNFOnline, they are themselves exclusively responsible for their data backup. iNFOnline reserves the right to delete data at its own discretion and in accordance with legal requirements.

## **5. Continued Validity of the Main Contract**

Insofar as in this supplementary agreement no other regulations are described, the provisions of the Contract Concerning the Standardised Measurement of the Usage of Sites remain unaffected.