

# Service Level Agreement

This Service Level Agreement (SLA) specifies the availability of the online service netfiles which netfiles GmbH ("netfiles") commits to delivering to its customers.

Under the URL netfiles.de, the netfiles service is available from 00:00 through 24:00 hours, 365 days a year. During this time, netfiles GmbH guarantees a monthly average availability of 99.9%. If this level of availability is not achieved, the customer can demand a credit note in the amount of 1/30th of the monthly fee agreed with that customer for every hour or part thereof in which netfiles was cumulatively available for less than the guaranteed level of availability.

Availability is measured by an external service provider and can be inspected by customers at any time on the Internet (<http://stats.pingdom.com/jlwrhmwhbzoe/512122>).

netfiles GmbH updates its systems several times a year. This updates require up to four maintenance windows of up to four hours each in the course of a year. Outages due to this maintenance work do not count as non-compliance with the availability levels specified above. Every user will be notified of these maintenance windows at least three working days in advance by means of a message show when the user logs into the netfiles application. This scheduled maintenance always takes place outside of normal office hours, between 22:00 and 6:00 hours and at weekends.

The netfiles hotline is available to customers by e-mail ([support@netfiles.de](mailto:support@netfiles.de)) 24 hours/7 days a week or by phone (+49 8677 91596-22) from 8:00 through 18:00 hours (CET) on working days.

Claims for refunds due to non-compliant availability must be submitted to netfiles GmbH in writing (at least by e-mail) within 14 days after the end of the month in question.

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