

SBS SaaS Service Level Agreement Instant Payments

SBS SaaS Service Level
Agreement_Instant
Payments_(eng)_v28022025

Feature	Standard	Advanced
Method of Access for Sopra Banking Software Service Desk	Telephone/Web ITSM tool	Telephone/Web ITSM tool
Level 0 and level 1 team availability	24/7/365	24/7/365
Business hours and On-call	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1) On-call during off hours (for Priority 1)	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1) On-call during off hours (for Priority 1 and 2)
Number of Support Requests	Unlimited	Unlimited
Product Service Availability for Payment	99.5% Quarterly (4 times/year)	99.9% Quarterly (4 times/year)
Service rate for Payment	Outgoing Process: Average 90% under 1500ms and 99% under 2500ms Incoming Process: Average 90% under 1 000ms and 99% under 2000ms (Within the platform boundaries of maximum 20 transactions per second (Outgoing / Incoming processes))	Outgoing Process: Average 90% under 750ms and 99% under 1500ms Incoming Process: Average 90% under 500ms and 99% under 1 000ms (Within the platform boundaries of maximum 30 transactions per second (Outgoing / Incoming processes))
TTRespond	30 minutes	30 minutes
TTResolve Critical: Priority 1 High: Priority 2 Medium: Priority 3 Low: Priority 4	75%<6hours and 99%<12hours 99% < 1 business day 99% < 5 Business days 99% < 10 Business days	75%<2hours and 99%<4hours 75%<4hours and 99%<8hours 99% < 3 Business days 99% < 10 Business days
Additionally for Disaster Recovery:		
RTO (Recovery Time Objective) Time to restore service	Best effort	60 min to validate the behavior of the system and restore normal capacity
RPO (Recovery Point Objective) Max accepted loss of data	Best effort	Near 0 second (only transactions being processed during the disaster may be lost)
DRP test frequency	1 test/year (execution report will be communicated to the Customer) on a "Production like" environment	1 test/year (execution report will be communicated to the Customer)

Feature	Standard	Advanced
Reporting and Comitology	Monthly reporting with indicators (Reference period for measurements = calendar month). Quarterly meetings with Customer	Monthly reporting with indicators (Reference period for measurements = calendar month). Quarterly meetings with Customer

Maximum Planned Downtime:

- Standard SLAs: 2 hours cumulated with a maximum 6 hours per year.
- Advanced SLAs: 2 hours cumulated with a maximum 4 hours per year.