SBS SaaS Service Level Agreement Regulatory Reporting

SBS SaaS Service Level Agreement_Regulatory Reporting_(eng)_v28022025

Feature	Standard	Advanced
Method of Access for Sopra Banking Software	Web ITSM tool	Telephone/Web ITSM tool
Level 0 and level 1 team availability	Monday to Friday, Business days and hours in France	Monday to Friday, Business days and hours in France
Business hours and On-call	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1)	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1)
Early life support	3 months from go-live	3 months from go-live
Number of Support Requests	Unlimited	Unlimited
Product Service Availability	99.5% yearly between 6h-22h	99.9% yearly between 6h-22h
TTRespond (evaluation in working hours)	3 working hours	2 working hours
TTResolve (evaluation in working hours) Critical: Priority 1 High: Priority 2 Medium: Priority 3 Low: Priority 4	12 working hours 4 working days 20 working days 40 working days	6 working hours 2 working days 10 working days 20 working days
Reporting	Annual reporting with indicators (Reference period for measurements = calendar year).	Annual reporting with indicators (Reference period for measurements = calendar year).
Additionally for Disaster Recovery:		
RTO (Recovery Time Objective) Time to restore service	3 working days	60 min to validate the behavior of the system and restore normal capacity
RPO (Recovery Point Objective) Max accepted loss of data	7 working days	Near 0 second (only transactions being processed during the disaster may be lost)

SBS

Feature	Standard	Advanced
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)

Maximum Planned Downtime:

- <u>Standard SLAs:</u> 2 hours cumulated with a maximum 6 hours per year.

- <u>Advanced SLAs:</u> 2 hours cumulated with a maximum 4 hours per year.