



alphaflow Contract Management (alphaflow-contract) Service Level Agreement (SLA)

1. Service Commitments

alphaflow Contract Management (technically: alphaflow-contract) provides specific service obligations to ensure the ongoing availability of the application from the point of provisioning. In order to sustainably achieve the highest possible adherence to these service levels—both in quality and quantity—by alphaflow GmbH, failure to meet the specified availability gives rise to a right to claim Service Level Credits.

In this context, the rules applicable to the d.velop cloud platform Base Apps apply equally to the alphaflow Contract Management App (see d.velop Cloud Platform SLA).

1.1. Maintenance and Maintenance Windows

The rules applicable to the d.velop cloud platform Base Apps apply equally to the alphaflow Contract Management App (see d.velop Cloud Platform SLA).

1.2 Updates

The rules applicable to the d.velop cloud platform Base Apps apply equally to the alphaflow Contract Management App (see d.velop Cloud Platform SLA).

2. Availability

The rules applicable to the d.velop cloud platform Base Apps apply equally to the alphaflow Contract Management App (see d.velop Cloud Platform SLA).

3 Service Commitments and Service Level Credits

If the guaranteed monthly availability is not achieved, the Customer may be entitled to Service Level Credits in the amount of 1% (net) of the total monthly fee for the alphaflow Contract Management App.

3.1 Requesting Credits

To request Service Level Credits, the Customer must create a support case specifying:

- The affected d.velop cloud tenant
- The outage period for which the claim is made
- Log files, if available, documenting the service outage

The Service Level Credits become due upon written notification (in text form) by alphaflow GmbH of the failure to meet the agreed availability.

3.2 Credit Application Procedure

If the Customer is entitled to Service Level Credits, alphaflow GmbH will apply the credited amount against the total monthly fees for all booked and provisioned apps. This credit will be applied no earlier than the month following the incident. Cash payment of Service Level Credits is not possible.