PALTURAI

Service Level Agreement
Palturai BusinessGraph Platform

Palturai GmbH (State: May 2022)

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1 Access to the software

Customer gets access to the Software as a Service (SaaS) solution "Palturai BusinessGraph Platform" ("Software"). The Software is a web-based application provided by Palturai GmbH ("Palturai") that creates a graph out of publicly available data of companies and their decision makers and provides this information to users in different ways.

The software can be accessed via an API interface (Palturai BusinessGraph Platform), a web-application (Palturai BusinessGraph Platform for Web) or a Salesforce Application (Palturai BusinessGraph Platform for Salesforce).

2 Scope of service

Basic scope
The software includes the following information for each type of access, as far as available at the individual persons and companies and their relations. Palturai reserves the right to expand and optimize this information and the representation of the data.

Palturai BusinessGraph Platform

- Company API: Company publications, Company insolvency, Company Tags, Company annual reports, Company relations, Company data, Company network
- Person API: Person publications, Person relations, Person data, Person Tags, Person network

Palturai BusinessGraph Platform for Web

- Persons: Master Data, Network information (active and historic functional relations, ownership relations, calculated knows relations, calculated Ultimate Beneficial Owner relations), Register Publications
- Company: Master Data, Network information (active and historic functional and business relations, ownership relations, calculated Ultimate Beneficial Owner relations), Register Publications, Insolvency information, Annual Reports

Palturai BusinessGraph Platform for Salesforce:

- Contacts: Master Data, Network information (active and historic functional relations, ownership relations, calculated knows relations, calculated UBO relations)
- Accounts: Master Data, Network information (active and historic functional and business relations, ownership relations, calculated UBO relations), insolvency information

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Additional services
The customer also receives access to the following additional services depending on the type of access used:

Palturai BusinessGraph Platform:

- Basic Matching: The customer's users can provide lists of persons or companies to Palturai in csv-format. These lists are matched with the Palturai database and marked within the software (only visible to the customer).

Palturai BusinessGraph Platform for Web:

- Basic Matching: The customer's users can provide lists of persons or companies to Palturai in csv-format. These lists are matched with the Palturai database and marked within the software (only visible to the customer).

Palturai BusinessGraph Platform for Salesforce:

- Basic Matching: The customer's admin can send lists of persons or companies to Palturai in csv-format. These lists are matched with the Palturai database and marked within the software (only visible to the customer).

3 Availability

The Software has an availability according to the following service level, where availability refers to the total time in days in a calendar year in which the Software is fully functional and available for Customer's access and use.

- The service level for availability is 98% per calendar year (availability rate).
- The availability rate in a calendar year is calculated as follows: Total availability time in days in the calendar year minus downtime; the result is divided by the total time in days in the calendar year minus announced downtime for maintenance and release deployment and multiplied by 100.

Downtime is the total number of days in a calendar year that the Software is unavailable except for Planned Downtime as defined below.

Planned downtime is the total number of days in a calendar year that the software is unavailable due to planned maintenance.

Palturai will notify the customer of scheduled maintenance in a timely manner, at least 5 business days in advance, either by email or via the home page of the Software.

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4 Troubleshooting

Errors are classified according to the following urgency levels:

Category 1 Errors (complete failure of the software):

A contractual use of the software is not possible because the software is not available for use in its entirety.

Category 2 Errors (significant defect causes significant additional expenses):

It is possible to use the software in accordance with the contract, but only by taking additional, not inconsiderable e.g., manual, technical or organizational measures.

Category 3 Errors (isolated defect):

A single function of the software does not work or does not work properly and leads to an impairment of the usability of the software that is not only insignificant but can be locally and systematically limited.

Category 4 Errors (insignificant defect):

A single function of the software does not work or does not work properly and leads to a locally limited but not significant impairment of the usability of the software.

Palturai will respond to all defects in accordance with the following schedule ("Service Levels"). The response time describes the period of time between the notification of the defect by the customer and the start of the defect removal by Palturai.

Table 1: Service Levels

Urgency level	Response time
Category 1	until 12 noon the following day
Category 2	until 12 noon the following day
Category 3	until 12 noon the following day
Category 4	until 12 noon the following day

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5 Support

Support is available from Monday to Friday between 9:00 and 18:00 (public holidays in Germany and company vacations excluded). A response will be made within one business day.

Palturai BusinessGraph Platform:

- Email support: The customer has the possibility to send Palturai a technical contact person. The customer will then receive an individual contact person from Palturai.

Palturai BusinessGraph Platform for Web:

- Email Support: Each user has the option to communicate with Palturai Support via email (support@palturai.com).

Palturai BusinessGraph Platform for Salesforce:

- Email support: The customer has the possibility to send Palturai a technical contact person. The customer will then receive an individual contact person from Palturai.

6 System requirements

In order for the customer to be able to use the scope of services of the software defined in section 1, the following system requirements must be met on the customer side:

- 4 GB RAM (default value for web browser usage)
- Internet access
- Supported web browsers: Chrome, Firefox, Edge, Safari. The latest two browser versions are supported.
- Access to Salesforce Lightning Force (requirement for access type Palturai BusinessGraph Platform for Salesforce)

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