Service Level Agreement (SLA)

Tasker & Fox GmbH — Product “Floriti”

Version 1.3 · As of 17 November 2026

Convenience translation – only the German version is legally binding.

This SLA specifies availability, support and data backup for the SaaS solution “Floriti”. It forms part of the contract and applies to all paid plans (Starter, Full). This SLA does not apply to the free-of-charge Demo plan.

1. Definitions

- **Availability: accessibility of the Customer instance at the point of delivery (exit of the data centre), measured per calendar month.**
- **Service hours: the times during which incident reports are accepted and processed (Section 4).**
- **Response time: the time from receipt of an incident report within the service hours until the first qualified response. It is not a resolution time.**

2. Availability

(1) The Provider aims to achieve an availability of 99.0% as a monthly average (service level objective; corresponding to approx. 7 hours 18 minutes of non-availability per month). This does not constitute a guarantee, in particular not a guarantee of quality. The legal consequences of falling below this objective are governed by Section 6 of this SLA and the Terms and Conditions.

(2) Availability is measured by automated monitoring of the instance’s application endpoint. Upon request, the Provider shall disclose the measured values for the relevant month.

(3) The following shall not be deemed non-availability:

- announced maintenance windows pursuant to Section 3;
- outages resulting from force majeure or other events beyond the Provider’s sphere of influence (e.g. large-scale network or power outages, DDoS attacks despite appropriate protective measures);
- disruptions whose cause lies within the sphere of responsibility of the Customer or of third-party systems connected by the Customer (e.g. the Customer’s own network connection, third-party databases connected via database synchronisation, identity providers in the case of SSO);
- suspensions or throttling due to use in breach of contract.

3. Maintenance windows

(1) Wherever possible, the Provider shall carry out scheduled maintenance outside normal business hours, preferably on working days between 21:00 and 24:00 (CET/CEST), and shall announce it at least 48 hours in advance (by e-mail to the admin contact or by a notice in the application).

(2) Security-critical emergency maintenance (e.g. installation of urgent security patches) is permitted at any time without prior notice; it shall be kept as short as possible and explained retrospectively.

4. Support and service hours

(1) The Provider accepts incident reports and support requests via the support form in the application (menu item “Support”, for administrators; the Customer also selects the priority pursuant to paragraph 3 there) or by e-mail to support@floriti-register.com. The application’s help area (manual in 10 languages) is available at all times.

(2) Service hours: Monday to Sunday, 09:00–17:00 (CET/CEST) — i.e. support is also provided at weekends.

(3) The following priorities and response times apply (within the service hours):

Priority	Definition	Response time
P1 — critical	Instance not accessible or core business process blocked for all users; no workaround possible	4 hours
P2 — major	Essential function impaired; work possible with restrictions or by means of a workaround	8 hours
P3 — normal	Individual function impaired, general questions, requests for improvement	2 working days

(4) The Customer shall describe the incident as specifically as possible (affected function, error message, time, user) and name a contact person who can be reached. The priority is initially classified by the Customer; in the event of an obviously incorrect classification, the Provider may adjust it, stating its reasons.

5. Data backup and restoration

(1) The database of each Customer instance is backed up automatically every night (currently at around 03:30 CET or 04:30 CEST); the backups are retained for 14 days. In addition, server snapshots of the infrastructure provider are available. Furthermore, an encrypted backup copy is stored every day at two further, mutually independent locations in the EU, where it is likewise retained for 14 days.

(2) The Provider shall carry out restorations from backups upon request as part of the support. In each case, the state of an existing backup is restored at instance level; point-in-time restoration of individual data records is not owed, but will be supported on a time-and-effort basis.

(3) If the restoration is necessitated by the Customer’s conduct (e.g. accidental mass deletion), the Provider may charge a reasonable amount for the effort involved after informing the Customer in advance.

6. Service credits

(1) If the actual availability in a calendar month falls below the service level objective pursuant to Section 2 (1), the Customer shall, upon application, receive the following service credit, calculated on the pro rata monthly fee (annual fee ÷ 12) of the affected instance:

Availability in the month	Service credit
below 99.0% down to 98.0%	5% of the monthly fee
below 98.0% down to 95.0%	10% of the monthly fee
below 95.0% down to 90.0%	25% of the monthly fee
below 90.0%	50% of the monthly fee

(2) The application must be submitted in text form (e.g. e-mail) within 30 days after the end of the month. Service credits shall be offset against the next invoice and are limited to 50% of the monthly fee per month.

(3) The service credit arrangement shall be set off against any statutory rights to price reduction. Further statutory rights of the Customer in the event of intent, gross negligence or substantial, persistent defects remain unaffected.

7. Cooperation and escalation

(1) The Customer shall designate a functional administrator as contact person for the Provider and shall keep that person's contact details up to date.

(2) If the Customer is not satisfied with the handling of a P1 incident, it may request an escalation to the Provider's management in the course of the ongoing communication.

8. Final provisions

In all other respects, the Terms and Conditions apply. In the event of any conflict between this SLA and the Terms and Conditions, this SLA shall prevail.