

Service level description (basic)

Evidos cloud service

Version: 1.0
Date: 2 January 2020

1. Introduction

The present document describes the basic service level that Evidos (active under the trade names Ondertekenen.nl / Signhost.com) provides to customers of its electronic identification and signature service.

Among other things, this document sets out the forms of support Evidos offers customers, how Evidos announces scheduled maintenance and the procedure for reporting incidents. All activities performed by Evidos at this basic service level are on the basis of a best-efforts obligation.

Evidos also offers a separate Service Level Agreement (SLA) for customers who would like additional guarantees for availability, response time, resolution of incidents, support and audits. Evidos can provide a copy of the SLA upon request.

2. Status page

General outages, maintenance and incidents will be proactively published on the following status page, insofar as possible: <https://status.evidos.com/>.

The customer is responsible for registering their designated contacts for this status page.

3. Support

Evidos makes every effort to ensure correct functioning of its service. Should an incident affecting service occur, Evidos offers customer support as described in this document.

This support consists of:

- telephone assistance on business days;
- email assistance on business days.

Our support staff will work with the customer to resolve confirmed incidents as swiftly as possible.

If a problem cannot be classified as an incident, for example if the problem is a result of an act or omission by the customer, Evidos support staff will inform the customer accordingly. Problems of this nature fall outside the scope of the support.

The customer may engage Evidos for work beyond the support described above. Such additional work is subject to charges. Additional work includes the user training Evidos offers to acquaint customers with functionalities of the service.

4. FAQ / Support page

Evidos also has an FAQ and Support page to assist customers. The Support page, as referenced to on the Website of Evidos, provides information about service functionalities, error messages and troubleshooting, as well as videos demonstrating how to use the service. It also provides answers to frequently asked questions.

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5. Reporting incidents

Before reporting an incident, Evidos recommends first consulting the FAQ and Support page. For information about the FAQ and Support page, see Section 4.

Incidents must be reported to Evidos using the contact details listed in Section 15. Incidents reported to Evidos in any other manner, such as to a different telephone number or email address, might not be processed correctly.

When reporting an incident, the customer must supply the following information for registration purposes:

- A description of the incident that is as accurate as possible, in any case specifying:
 - impact or severity: one or multiple users affected;
 - time of discovery;
 - how the incident was discovered;
 - details of error messages, or screenshots;
 - steps to be taken to reproduce the problem;
- description of steps already taken by the customer;
- customer company details, including up-to-date contact details of the designated contact.

6. Priority classification

Evidos assigns a priority level to each incident, provided it qualifies for processing by Evidos. Evidos works with the following internal priority levels:

Classification	Level	Description
Priority 1	High	The service is completely down and end users cannot sign.
Priority 2	Medium	The service is partly down; a few functionalities are not available to a limited group of end users.
Priority 3	Low	Issues that do not disrupt production; incidents involving e.g. modification of account details or sign screen colour settings.

Incidents are assigned a priority level by the Evidos support staff member processing the incident as deemed reasonable based on the customer report. To ensure an incident is given the correct priority, the customer must supply all relevant details, including but not limited to the information specified in Section 5.

Evidos will update the customer about the incident as quickly as possible, using the contact details on file or supplied.

The customer will undertake to assist in resolving the incident to the best of its ability. The customer will also provide Evidos access to sites as needed and insofar as it is able in order to resolve the incident.

7. Availability

Evidos supplies an online service on a best-efforts basis twenty-four (24) hours a day, seven (7) days a week, year-round. For uptime history and updates, see: <https://status.evidos.com/>.

Available means the customer can access and use the service. This does not extend to connection and/or equipment failures beyond Evidos' control, including the customer's own connection and/or equipment.

Unavailability due to force majeure, external verification or other services such as SMS, iDEAL, DigiD, iDIN, eHerkenning and/or scheduled/required maintenance are not included when calculating service uptime.

8. Maintenance

The service's routine maintenance window is during business days outside office hours and during weekends. Evidos carries out any scheduled maintenance activities during this maintenance window. Unplanned maintenance activities and urgent maintenance may however be carried out outside this maintenance window.

Evidos undertakes to announce scheduled maintenance on <https://status.evidos.com/>. The customer can also receive notifications through a channel (e.g. email) selected on <https://status.evidos.com/>.

In the event of an emergency or outage, changes may be made without prior notice.

9. Performance

Evidos has taken measures to ensure speedy processing of sign requests, premised on a good user experience for both the customer and end user. Actual performance will depend on the customer's chosen signing method (document size, number of signatures, verification method(s)).

Evidos is entitled to determine and apply 'rate limits' on the Service, such as the number of documents per transaction and number of pages per document. These 'rate limits' will be communicated via our Support page on the Website or other channel.

10. Monitoring

Service availability, performance and incidents are continuously monitored. This includes both infrastructure monitoring by the ICT supplier and external monitoring by specialised internet services.

The customer can view reports on the status page as described in Section 2.

11. New releases

The customer is free to suggest improvements. Evidos will always take the customer's needs into account and make every effort to meet them when implementing new features. However, the decision whether or not to implement specific features belongs to Evidos alone.

The service can be accessed through a portal or an API. New versions of the portal or API are introduced for all customers.

Evidos communicates information about new features in its product newsletter and on the website.

12. Saving data

During the signing process, the service is designed to save only necessary data. After the signing process has been completed and the signed document and transaction receipt have been sent, the documents are deleted. It is the customer's own responsibility to save documents signed using the service and any other data processed by the service.

The processing of personal data is governed by the Data Processing Agreement, which is appended to the General Terms and Conditions of Evidos.

13. Security and certificates

Evidos has published its security policy on its website to inform customers about the security measures in place. To view Evidos' security policy, see: <https://www.evidos.com/evidos-certifications-and-accreditations>. Evidos may update this security policy periodically.

14. Changes

Evidos reserves the right to make changes to this basic service level description. Any changes will be published on the website. Evidos recommends that customers review this document regularly to ensure they are aware of any changes.

15. Evidos contact details

Name	Function	Email address	Telephone number
Evidos Support	Support	support@evidos.nl	+31 (0)23 737 0046