

Service Level Agreement

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Service Level Agreement for SiteKiosk Online

This Service Level Agreement (SLA) describes the agreed services and the service quality for the use of SiteKiosk Online Cloud. The SLA applies between the customer and PROVISIO GmbH (hereinafter referred to as PROVISIO), the operator of SiteKiosk Online Cloud, and governs the rights and obligations of both parties concerning the service.

The main contents of the contract are listed and explained below:

1. Availability of the service and operational safety:

PROVISIO commits to guarantee the availability of the service and the associated servers of at least 99.5% on an annual average. This value is equivalent to an availability guarantee with high operational reliability.

Only during program updates (on average once per yearly quarter), operational updates (on average once per month), as well as in the event of rarely occurring, significant technical malfunctions, may the services be temporarily unavailable or only available to a limited extent. Should such a major disruption occur, a solution will be sought immediately to resolve the problem in the fastest possible way and in the shortest possible time so that SiteKiosk Online Cloud becomes operational again. Software updates are deliberately scheduled in such a way that restrictions on use or possible system failures occur as rarely as possible and only for a very short time.

The restrictions described here apply exclusively to the server component of the system and the associated services (monitoring, content creation, publishing, ...). The operation of the clients is not affected in these cases. Clients are responsible for keeping the software and operating system on their clients up to date and performing the available updates.

2. Customer Support:

A multi-layered customer support is available for SiteKiosk Online to help with technical questions or problems: Already answered questions can be found in the FAQ-Support forum on the website in the "Service & Support" category. Customer support can be reached by telephone throughout Europe from Monday to Thursday from 09:00 to 17:00 (CET) and on Fridays from 09:00 to 16:00 (CET). Our support remains closed on public holidays in North Rhine Westphalia, Germany, and during company holidays. North American customer support is available by phone Monday through Friday from 9:00 a.m. to 5:00 p.m. (ET).

Written inquiries can be sent to sales-europe@sitekiosk.com or to support-america@sitekiosk.com.

3. Data Security:

All data generated during the use of SiteKiosk Online will be handled in a data-protection-compliant and highly confidential manner. PROVISIO commits to implementing appropriate security measures to protect customer data. Regular technical backups are carried out so that newly set-up servers can access existing data after a hardware failure. Recovery after conscious or unconscious data deletion is not possible.

PROVISIO reserves the right to change and adjust the Service Level Agreement at any time. Customers and users will be informed of this in good time.