

# **PTV SLA**

## **Categories**

## Product Objective

PTV SLA gives customers a single, consistent standard of service across their entire PTV Logistics GmbH's ("**PTV**") portfolio — covering every product they use today and any they add in the future.

Support commitments — response times, resolution targets, and service availability — apply uniformly across all PTV's products. Customers always know exactly what level of support they can count on, regardless of how their product mix evolves. There is no need to track separate service terms per product, and service quality does not change when subscriptions are adjusted.

The service level scales with subscription volume: customers amounting to a higher annual revenue with PTV qualify for higher service levels, with faster response times, stronger availability commitments, and at the top tier, with around-the-clock support.

## 1. SLA

### 1.1. SLA Plans

The PTV SLA consists of five levels. Each level comes with a defined set of support commitments and is either included with the subscription or available for purchase as a monthly add-on:

- Free

Access to the PTV Logistics Help Desk Portal and self-service resources. Available to all users. No response time commitment.

- Entry

Access to PTV LOGISTICS's global support teams during standard service hours, with a 24-hour response time for critical issues. Included with every paid subscription.

- Basic

Defined response times across all four severity levels, with a 4-hour response for critical issues.

- Professional

Faster response across all severity levels, with a 2-hour critical response time. For customers running operational processes that depend on PTV's products daily.

- Enterprise

The highest tier — 15-minute critical response, target resolution times, and 24/7 support for PTV's OptiFlow SaaS, only. For customers with mission-critical operations where extended Downtime is not an option.

## 2. Functional Capabilities

### 2.1. Support Response Times

Response time is measured during service hours\* — the period during which PTV support teams actively process tickets. Time outside service hours is not counted.

\* Standard service hours: Mon–Thu 09:00–17:00, Fri 09:00–16:00 (CET/CEST).

| Severity     | Entry | Basic | Professional | Enterprise |
|--------------|-------|-------|--------------|------------|
| [1] Critical | 24h   | 4h    | 2h           | 15 min     |
| [2] High     | —     | 8h    | 4h           | 3h         |
| [3] Medium   | —     | 24h   | 8h           | 6h         |
| [4] Low      | —     | 48h   | 24h          | 8h         |

### 2.2. Target Resolution Times (for Enterprise Only)

At Enterprise level, PTV commits to target resolution times in addition to response times. Dedicated resources work continuously until a solution is delivered.

| Severity     | Target Resolution             |
|--------------|-------------------------------|
| [1] Critical | 3 hours                       |
| [2] High     | 8 hours                       |
| [3] Medium   | 10 service days (best effort) |
| [4] Low      | 15 service days (best effort) |

At all other levels, PTV commits to response times only.

24/7 Support (Enterprise — PTV's OptiFlow SaaS Only)

Enterprise customers using PTV's OptiFlow SaaS receive around-the-clock support with direct escalation for critical issues. For all other PTV's products, standard service hours apply at Enterprise level.

### 2.3. Error Severity Classification

| Severity            | Description                                                                                                                   |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>[1] Critical</b> | Major features unavailable or severely disrupted. No workaround available; risk of data loss or system failure.               |
| <b>[2] High</b>     | Significant operational impact. The product continues to function but with important restrictions in performance or features. |
| <b>[3] Medium</b>   | Moderate impact. Features or performance partially restricted, minor effect on daily operations.                              |
| <b>[4] Low</b>      | No operational impact. Includes functional questions and routine informational requests.                                      |

The customer assigns the initial severity classification. PTV may reclassify if the assigned level does not reflect the actual impact, or if partial resolution changes the severity.

### 2.4. Availability Targets

PTV LOGISTICS commits to 99.9% availability for all PTV's services, measured at the boundary between the public internet and PTV's infrastructure ("**Transfer Point**") using automated checks every five minutes. Availability is calculated per calendar month.

Availability ("**Availability**") is calculated as follows:

**"Actual Availability"** = (Net Availability - Downtime) / Net Availability

**"Net Availability"** is the total number of minutes in the period minus any planned maintenance minutes.

**"Downtime"** means the total minutes in the measurement period during which the service is unavailable to the Customer, meaning its core functionality cannot be accessed or used as confirmed by PTV's monitoring. Downtime starts when PTV detects the unavailability or receives a valid incident report from the Customer, whichever comes first, and ends when the service is restored. Downtime excludes any unavailability caused by planned (including emergency) maintenance.

## Availability — Exclusions

The following periods are not counted as Downtime and do not qualify for service credits:

- a) Planned maintenance notified at least 72 hours in advance;
- b) Unavailability caused by software, hardware, or services not provided by PTV;
- c) Actions or omissions by the customer, their employees, agents, or contractors;
- d) Circumstances outside PTV's reasonable control, including force majeure;

## 2.5. Service Credits

When any PTV service falls below the 99.9% monthly Availability commitment, customers are eligible for service credits applied to future invoices:

| Monthly Availability | Service Credit         |
|----------------------|------------------------|
| 100% – 99.9%         | None                   |
| 99.89% – 99.0%       | 10% of monthly charges |
| Below 99.0%          | 20% of monthly charges |

Credits are applied to future invoices, cannot be converted to monetary compensation, and expire after 12 months if unused. The maximum credit in any single month is 20% of that month's charges for the affected product.

## 2.6. Product Updates

Continuous product updates are included as part of every active PTV subscription. PTV delivers updates — including functional improvements, bug fixes, and security patches — on an ongoing basis throughout the subscription period. Customers are notified of relevant updates and are expected to implement them in a timely manner. Updates delivered by PTV to address a known issue are part of the resolution process; support tickets referring to issues that would have been resolved by an available update that has not been installed do not qualify for product support.

# 3. Limitations

## 3.1. 24/7 Support — PTV OptiFlow SaaS Only

24/7 support with direct escalation is available for PTV's OptiFlow SaaS only. All other PTV products — including PTV Developer, PTV Axylog, PTV Navigator G2, and PTV Map&Guide — operate on standard service hours, even at Enterprise level. All other

Enterprise features (15-minute response time, target resolution times) apply across all products.

### **3.2. Resolution Times Are Targets, Not Guarantees**

Enterprise resolution times are targets backed by a dedicated, continuous resource commitment. They are not contractual guarantees, as resolution can depend on third-party infrastructure outside PTV's direct control — such as cloud providers.

### **3.4. Product Support Is Not a Substitute for Training**

Product support covers errors and malfunctions — situations where a PTV product does not perform as specified. It does not replace product training, onboarding, tutorials, webhelp, or other learning resources that PTV LOGISTICS makes available. Questions about how to use product features, configure parameters, or navigate the interface are not product support cases.

### **3.5. What Is Not Covered by Product Support**

The following are not covered under product support:

- a) Issues caused by software, hardware, network components, or data not provided by PTV;
- b) Use of a PTV's product outside its specified technical requirements or intended environment;
- c) Unauthorized modifications to a PTV's product;
- d) Issues caused by incorrect or missing third-party input data (unless that data is part of the PTV's product);
- e) Issues that would have been resolved by an available update or patch that has not been installed;
- f) Training, consulting, or software development services;
- g) Service Availability issues — these are handled as service errors, not product support tickets;
- h) User queries, parameter settings, and screen layout or graphical configuration questions are not classified as Critical or High severity errors.

## **4. Technical System Description**

### **4.1. PTV Logistics Global Help Desk Portal**

All product issues are reported through PTV's Global Help Desk Portal at <https://support.ptvlogistics.com>. The portal provides a web-based ticketing system with time-stamping, ticket tracking, and status updates, and is the single point of contact for product support across all PTV's products and regions.

Tickets submitted outside service hours are queued and processed from the start of the next service hour session.

#### **4.2. Service Availability Monitoring**

PTV monitors service Availability continuously, 24 hours a day, seven days a week. Availability is measured at the Transfer Point using automated probes every five minutes.

In the event of a service disruption, PTV notifies affected customers by email at the point of detection, again at resolution, and at regular intervals in between. Customers do not need to report service Availability issues — PTV detects and manages them directly.

#### **4.3. Planned Maintenance**

PTV performs periodic maintenance on its infrastructure. On average, interruptions amount to approximately one hour per week per regional cluster.

Maintenance windows exceeding one hour are notified at least 72 hours in advance.

Emergency maintenance is handled immediately. Planned (including emergency) maintenance windows are excluded from Availability calculations.

#### **4.4. Add-On Fees Count Toward Qualification**

The annual cost of an SLA add-on is included in the customer's total annual subscription spend when evaluating qualification thresholds. Purchasing an SLA add-on can therefore contribute toward reaching the threshold at which a higher level is included automatically.

## **5. Final Provisions**

### **Support Portal**

Submit all product support tickets at: <https://support.ptvlogistics.com>

### **Service Credit Claims**

Claims must be submitted within 30 days of the end of the unavailability period. Send an email to [ordermanagement@ptvlogistics.com](mailto:ordermanagement@ptvlogistics.com) including: a description of the incident, the time and duration of the disruption, a network traceroute, the affected URLs, and a summary of steps taken to resolve the issue at the time.