ZealiD AB		Document name ZealiD SLAs		
Owner Legal	Class Public	Category Description	Date 2022-08-15	Revision 1

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"Acceptance test"	means a test conducted to determine if the requirements of the Service specification and Purchase Order is met
"Authentication"	means electronic authentication: the process of establishing confidence in user identities electronically presented to an information system
"Customer"	means a legal entity buying the Service from ZealiD to be delivered either directly or via Partner
"Developer portal"	The ZealiD web service portal that displays all necessary API documentation https://developer.zealid.com/
"Fees"	means all fees described in Fee Exhibit included in the Purchase Order
"Partner"	means a ZealiD reseller partner with a pre-existing integration acting as an integration partner for both ZealiD and Customer to connect

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"Partner Platform"	a software that enables integration with ZealiD such that users with ZealiD app can perform registration, authentication and / or electronic signing
"Recipient"	means a service provider, typically an ecommerce merchant involved in marketing, selling and charging for products and services online
"SaaS Service" or "Service"	means the service to be provided by the ZealiD as described in ZealiD Deliverables Section below, allowing the Customer to perform and coordinate activities described in this document
"SLA"	means service level agreement - an agreement stipulating the professional standards of data communication availability required

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"User"	means a natural person using ZealiD App and engaging with the Customer either directly or via a Partner Platform
"ZealiD"	means ZealiD AB - the Service provider
ZealiD App	A smartphone application based on iOS or Android operating systems available in Google Play or Apple Appstore

1. Overview

The ZealiD Service (the "Service") facilitates remote identification of natural persons ("Applicants"), to which qualified certificates for signing and authentication are issued ("Subscribers"). This facilitates an array of different user journeys for companies ("Customers"). The Service caters to customers of all sizes and industries and global users.

The main components of the Service are

- ZealiD App: an iOS and Android compatible smartphone app available in Google Play and App Store
- ZealiD API: a set of REST APIs that allow the Customer online site(s), together with ZealiD app (or API/SDK and White label derivatives), to facilitate remote registration and authentication of a User as well as electronic signing of documents.
- ZealiD App API/SDK or Whitelabel: derivatives of ZealID app that allow Customers to integrate ZealiD app type services in their own app or Whitelabel version of ZealiD app.

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ZealiD performs the Service as a Qualified Trust Service provider under the EU eIDAS regulation (see ZealiD Repository "CPS" and "TSPS" practice statements).

2. Relationship to other documents

These SLAs follows from

a) the Purchase Order
b) Service Specification and
c) the ZealiD Service Agreements between Customers and ZealiD.

Service Agreements are published on ZealiD Repository.

3. ZealiD Service Levels

ZealiD is operating it's services according to the working and SLAs that are defined as follows:

- Identity Operations working hours:
  - Weekdays: 0700-1900 CET
  - Weekends: Saturdays and Sundays 1100-1600 CET
- Customer User Support working hours:
  - Weekdays: 0700-1900 CET
  - Weekends: Currently unavailable
- Customer Support working hours:
  - Weekdays: 0900-1800 CET
  - Weekends: Currently unavailable
- Identity Operations SLAs:
  - Average time of processing a case - 5 mins
- Customer User Support SLAs:
  - 80% of requests are answered within 20 seconds
- Customer Support SLA:
  - A request is answered within 24 hours since receipt

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- ZealiD Signing and Authentication Service is available 24/7 with 99.5% annual availability
- Certificate Status Information is available 24/7 with 99.5% annual availability as defined in ZealiD CPS
- ZealiD Repository is available 24/7 with 99% annual availability as defined in ZealiD CPS.