



# Annex 1

## Statement of Work SoSafe GmbH

# 1. Service components

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## 1.1 Scope of Services

SoSafe shall provide the Customers with the Awareness Building Services agreed in the Offer and specified in the Feature Matrix and at <https://link.sosafe-awareness.com/sow-en>.

## 1.2 Customer support

Furthermore, SoSafe offers the following support services to the Customers:

### 1.2.1 Communication channels

The general point of contact for all Customers of SoSafe is customer support. The Customers' Users have the following options for submitting support requests:

- Support form including FAQ: <http://support.sosafe.de>
- Email: [support@sosafe.de](mailto:support@sosafe.de)

The Customers' Administrators can also send support requests to the SoSafe hotline (phone: +49 221 65083800).

The customer can choose whether communication will be conducted in German or English. Other languages are not currently offered by customer support.

### 1.2.2 Availability

Except for bank holidays in the federal state of North Rhine-Westphalia, Germany, customer support is available on Mondays to Fridays from 9:00 a.m. to 5:00 p.m.

### 1.2.3 Response time

The response time generally begins with the receipt of the support request from a User or Administrator by customer support. The prerequisite for the start of the response time is a sufficiently specified description of the request or the error in relation to the respective owed Awareness Building Services.

The response time is subdivided according to standard values as follows:

- For general inquiries regarding the respective contractually agreed Awareness Building Services: within two (2) business days.
- In the event of disruptions to the respective contractually agreed Awareness Building Services (e.g., the service is only accessible to a limited extent): within one (1) business day.

Customer support classifies the support request according to these subdivisions, based on the error description from the Customer.

Within the specified response time, the Customer receives a qualified response from customer support. Ideally, this qualified response already contains the solution or the conclusion of the process, and at least an initial assessment of the support request and information on how to proceed.

In the event of a malfunction, the qualified response also includes information on the expected duration and scope of the reported malfunction as well as an initial solution approach.

### 1.2.4 Remedy time

Serious disruptions will either be resolved or a workaround will be provided within four (4) hours during business hours. Serious disruptions are disruptions where all or most of the Awareness Building Services are unavailable.

#### 1.2.5 Response times within and outside Europe

Within Europe, the response times of the Awareness Building Services correspond to the usual market standards. Outside Europe, SoSafe cannot currently guarantee response times. The respective response times vary depending on the region, the local connection to the Internet, the Internet bandwidth and the respective technical equipment used by the User.

## 2. Service availability

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### 2.1 General availability

For Awareness Building Services provided by SoSafe via <https://elearning.sosafe.de>, the learning pages or the streaming server as well as the Phishing Report Button, the following average monthly availabilities must not fail to be met. These are considered fulfilled if the actual availability does not fall below this monthly average value.

Availability is measured as the ratio of uptime, meaning the time the service is properly available, to total time, i.e., uptime plus downtime:

$$\text{Availability} = \text{Uptime} / (\text{Uptime} + \text{Downtime})$$

Availabilities in percent - converted to minutes for a system available 24 hours a day, 365<sup>1</sup> days a year (24 × 365) (8760 hours).

- E-learning Platform: 99%
- Streaming server of SoSafe (access via external LMS): 99%
- Simulation learning pages: 99%
- Phishing Report Button/add-in: 99%

### 2.2 Availability exceptions

Maintenance work on the systems of SoSafe and their suppliers, which is necessary for the maintenance and security of the current operation or the implementation of updates or upgrades, is not considered downtime according to the definition under Sec. 2.1.

As a rule, maintenance is carried out on weekends between Saturday 9:00 a.m. and Sunday 6:00 p.m. or at night on any weekday between 11:00 p.m. and 7:00 a.m. the next morning. In exceptional cases, system maintenance can also be carried out during all other times, considering the least possible disruption to ongoing operations. In such cases, SoSafe shall inform the Customer of scheduled system maintenance as early as possible, but no later than one calendar week prior to the system maintenance.

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<sup>1</sup> 366 days in leap years.

### **2.3 Falling below General Availability**

For each shortfall of one (1) full percentage point in the monthly General Availability, the Customer shall receive one (1) additional day of the agreed Services at the end of the Contract Term. This does not apply to availability exceptions as described in Sec. 2.2.

### **2.4 Availability reporting**

The respective availability can be viewed at any time at <https://status.sosafe.de>.

## **3. Requirements of use**

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The use of the Awareness Building Services is linked to certain technical requirements of the Customer. These can be found at <https://link.sosafe-awareness.com/sow-en>.

## **4. Other**

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Terms in capital letters not defined in this document shall have the meaning as defined in the General Terms and Conditions of SoSafe GmbH.



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