

# Help Desk & Service Level Agreement 506.ai Platform of 506 Data & Performance GmbH

Version dated 15.01.2026

## 1. Preamble

This Help Desk & Service Level Agreement ("SLA") governs the 506.ai Platform – a European solution developed for the secure and intelligent use of proprietary data in real time ("Software").

506.ai provides companies with exclusive access to AI models hosted solely in Europe and offers a dedicated, access-secured portal. Company data is neither outsourced nor processed by untrusted services. Interactive assistants and prompt templates enable all employees to benefit from AI-driven efficiency gains without extensive training.

This Help Desk & SLA defines the support services for the 506.ai software and, when provided as Software-as-a-Service (SaaS), its availability. The definitions from the 506.ai General Terms and Conditions ("GTC") shall not apply. The GTC for online software use is available at <https://www.506.ai/en/terms-and-conditions/>.

## 2. Scope of Services

Standard support (excl. Help Desk) Support includes assisting and advising the client in resolving issues related to the use of the software. This covers reviewing, diagnosing, and correcting significant defects and errors, as well as providing bug fixes, corrections, modifications, changes, extensions, upgrades, and new versions (updates) to ensure the software's functionality.

Help Desk Support includes assistance with user questions regarding the software.

## 3. Limitations of Service

Standard support does not cover problems or damage to the software if caused by: (i) negligence, misuse, or improper operation by the client, (ii) operation, use, or storage/hosting of the software not in accordance with the documentation or in violation of specifications or restrictions set by 506.ai, (iii) modifications to the software not performed or approved by 506.ai, (iv) actions by third parties, (v) third-party products, (vi) force majeure, (vii) questions regarding the general operation or usage of the software, unless expressly included in the support scope.

## 4. Incident Reporting

For each request or incident report, 506.ai will assign a priority according to the criteria defined below, at its reasonable discretion. 506.ai may consolidate duplicate incident reports from the client that refer to the same issue.

## 5. Support Hours

506.ai guarantees the following support hours and response times. Response time is defined as the period between the client's initial request/incident report (by phone or electronically) and the first reply (by phone or electronically) from 506.ai. Only intervals during support hours are counted.

- Monday–Thursday: 08:00–16:00
- Friday: 08:00–12:00

## 6. Ticket System

All requests and error reports must be submitted via the ticket system at: [ticket@506.ai](mailto:ticket@506.ai).

## 7. Start of Issue Resolution

The “start of issue resolution” refers to the time within which our team begins actively working on a solution for you, not merely acknowledging receipt of the ticket.

## 8. Issue Resolution

506.ai will make every reasonable effort to resolve incidents as quickly as possible. However, fixed resolution times cannot be guaranteed in advance due to the varying nature and causes of incidents. 506.ai will keep the client regularly informed about the progress of issue resolution.

## 9. Ticket Categories

The following ticket categories are covered by this SLA:

- 506.ai Error – System error – SLA governs response time (Standard, Gold)
- Error caused by the customer – SLA governs response time and included hours (Gold)
- Error caused by third-party systems – SLA governs response time and included hours (Gold)
- Requests – SLA governs response time and included hours (Gold)

## 10. Ticket Prioritization

- **Critical:** The SaaS system is unavailable or largely unusable, such that central functions cannot be performed for their intended purpose.
- **Non-critical:** Non-essential parts of the SaaS system are unavailable, or central functions can be performed using a workaround.
- **Trivial:** All other types of errors or requests.

## 11. Availability Guarantee

The annual availability guarantee for cloud instances is defined as the percentage of a calendar year in which the application is not affected by critical errors.

Scheduled maintenance windows announced in advance by 506.ai (including those of cloud providers and language model providers) are excluded.

## 12. Backup and Disaster Recovery

506.ai currently operates three backup cycles to secure data:

| Backup Type       | Frequency      | Retention Period |
|-------------------|----------------|------------------|
| Daily Backup (2x) | Every 12 hours | 7 days           |
| Weekly Backup     | Weekly         | 4 weeks          |
| Monthly Backup    | Monthly        | 12 months        |

The Recovery Point Objective (RPO, i.e., maximum data loss) is a maximum of 12 hours.

The targeted Recovery Time Objective (RTO, i.e., maximum time for restoration) is 8 hours from the start of issue resolution.

### 13. Personal 506.ai Contact

A personal contact is a liaison between 506.ai and your company and serves as your representative within our organization. This person handles your requests.

### 14. Miscellaneous

If the above-mentioned service levels are not met, 506.ai is only liable if 506.ai is solely responsible for the non-compliance.

### 15. Available Help Desk & SLA Packages

The "Standard" Help Desk & SLA package is automatically included in the license agreement. The "Silver" or "Gold" Help Desk & SLA package can be ordered separately.

|   | Standard  | Silver    | Gold      |
|---|-----------|-----------|-----------|
| Ticket System                             | ✓         | ✓         | ✓         |
| Response Times<br>(Email / Ticket System) | 24 hours* | 12 hours* | 6 hours*  |
| Start of Issue Resolution for             |           |           |           |
| critical                                  | 24 hours* | 12 hours* | 6 hours*  |
| non-critical                              | 72 hours* | 54 hours* | 36 hours* |
| Included Help Desk Hours**                | ✗         | 1,5       | 2         |
| Availability Guarantee                    | 98%       | 98,5%     | 99%       |
| Personal 506.ai Contact                   | ✗         | ✗         | ✓         |
| Price per SLA Package***                  | —         | 249,00 €  | 499,00 €  |

\* Within defined service hours (business hours)

\*\* Hours available per month for Help Desk requests, support, errors caused by the customer, errors caused by third-party systems, or other requests not related to errors caused by 506.ai. Each additional hour is billed separately (€150.00 net). Unused hours expire at the end of the month and are not carried over.

\*\*\* Price per month, net

- Annual price adjustment according to consumer price index
- Prices are monthly rates for annual payment.