

# Technical Annex IX-FE Worldwide and SLA

**Able Tech S.r.l.**

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Fully paid-up share capital €. 200,000.00 - Brescia Company Register Economic and Administrative Index No. 442891

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## 2. Reviews

Review	Date	Main changes made
1.0	13.01.25	First issue

## 3. Introduction

The purpose of this Technical Annex IX-FE Worldwide and SLA is to supplement the contract by defining the technical information and Service levels guaranteed by the IX-FE Worldwide technological solution.

The IX-FE Worldwide Service, developed by Able Tech and delivered in SaaS (Software as a Service) mode, enables an integrated Service for the intermediation of international domestic invoicing processes.

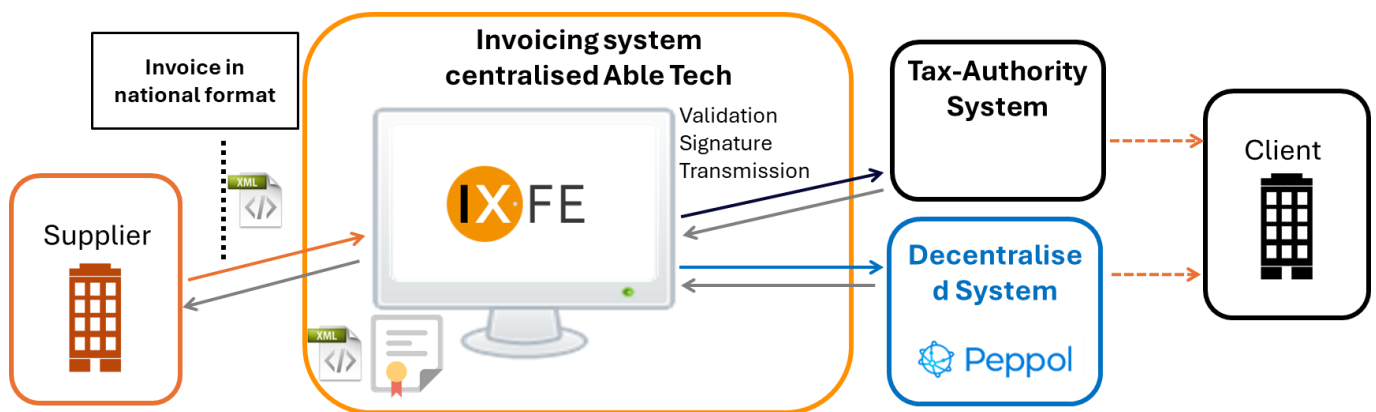
The IX-FE Worldwide service operates 24 hours a day, every day of the year except for those days when scheduled maintenance is carried out.

## 4. IX-FE Worldwide Service Description

The Service enables the Customer and the AOO configured by the Customer to carry out the operations of sending electronic invoices issued by the Customer and to receive the invoices sent by their suppliers in the format and according to the rules of the national regulations in force (together with any files and metadata required).

To do this, the Web APIs of the IX-FE Worldwide Service are made available, which can be freely integrated with third-party applications.

### Active Cycle Flow Schematization



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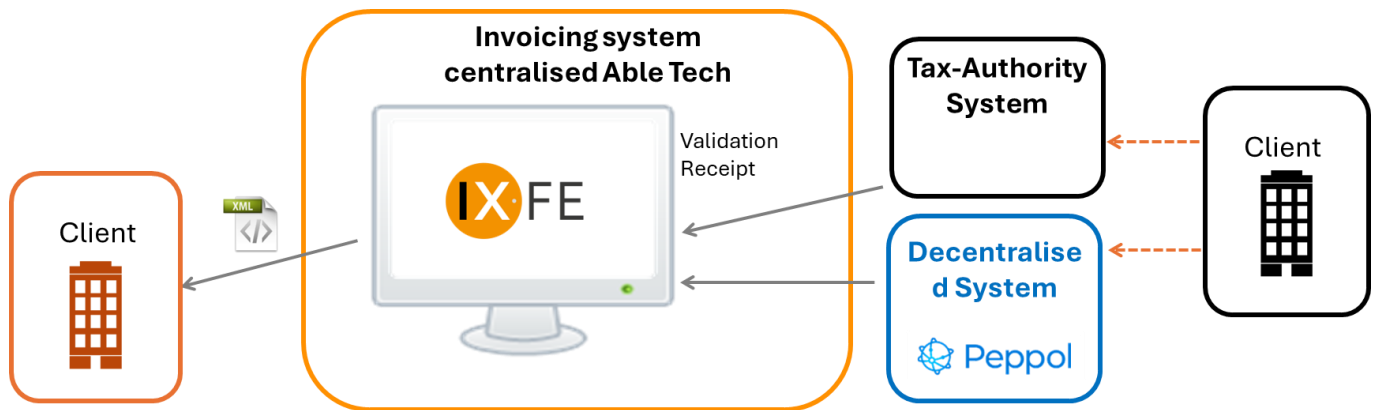
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Passive Cycle Flow Schematization



## 5. Definitions

### Major release

The release of a new version of the software with differences from the previous release involving substantial evolutions in software functionality.

### Minor release

The release of a new version of the software with insubstantial differences from the previous release and mainly concerning the modification or introduction of secondary functionalities and corrections of software malfunctions.

### Routine maintenance

Routine maintenance refers to all preventive operations to check the correct functioning of systems, updates of operating systems and system software, updates of application software, web services and web interfaces.

### Extraordinary maintenance

Extraordinary maintenance refers to the set of interventions and operations aimed at resolving a fault or service interruption and, in any case, extraordinary interventions to be carried out urgently at the sole discretion of Able Tech S.r.l. in order to avoid dangers to the security and/or stability and/or confidentiality and/or integrity of the Virtual Infrastructure used by the Customer and of the data and/or information contained therein. Also in this case, work shall be carried out where possible during off-peak hours and communicated to the Customer.

### Disaster Recovery

The term Disaster Recovery (DR) refers to the set of technological and logistical-organisational measures outlined to restore - i.e. to get back up and running - systems, data and infrastructure necessary for the provision of services, in the event of a sudden interruption of the service in the presence of a disaster.

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## 6. SLA Service Level Agreement

SERVICE	SLA
Maximum sent file size	5 MB
Maximum number of invoices sent/received	Max. 10 active e-Invoice items per minute One verification cycle of passive electronic invoices every >60 minutes and max. 10 receptions per minute
Maximum number of requests for notifications/receipts or updates status for invoices sent/received	1 search every >4 hours per invoice or AOO. API results may be delayed with respect to the actual availability of the data up to a maximum of 4 hours.
Overall SLA regarding service	99.9 per cent availability time of the web interface and 99.3 per cent of the API calculated on the basis of a calendar month, starting from the first calendar day of that month.
Sending the invoice file	Within 24 hours of the invoice file being accepted by the IX-FE Worldwide service upon successful upload.
Using API	The use of parallelism technologies in querying services without prior agreement with Able Tech S.r.l. is strictly prohibited.
Temporal maintenance of data in the system	Unless cancelled, Able Tech guarantees that for 45 (forty-five) days from the date of receipt of the active invoice or from the date of receipt of the passive invoice, the data are present in the system, after which cancellation procedures may be initiated.
Data availability window via API	After 90 days from the date of receipt of the active invoice or the date of receipt of the passive invoice, the data will no longer be accessible via the API
Recovery times	72 hours for the restoration of services starting from the activation of Disaster Recovery procedures

## 7. Maintenance

Able Tech S.r.l. shall have the right to carry out any type of maintenance on computer systems and undertakes to make every reasonable effort to ensure that scheduled, ordinary and extraordinary maintenance operations are carried out, except in the event of *force majeure*, at times such as to minimise disruption to users. Able Tech S.r.l. provides service updates with a typical minimum frequency of one update every 12 months or when necessary to keep the service compliant with current regulations.

Ordinary maintenance activities that may cause discontinuity in the service will be communicated to Customers with a notice of 7 (seven) calendar days. In the case of extraordinary maintenance, such activities will be communicated within a reasonable period of time depending on the level of urgency and criticality. Routine maintenance time does not count towards the availability time defined in the SLAs.

Release history (release notes) will be shared via the KB (where it is possible to activate the update notification for timely communication):

- In the event of Major releases, at least thirty (30) calendar days in advance.
- In the event of Minor Releases that impact the visible functionality of the service, at the time of release.

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## 8. Access modes

For each person indicated by the Customer by means of a specific procedure, an access user account is generated for the IX-FE Worldwide Service and, following the positive outcome of the identification procedure, all operations are deemed to have been carried out by that user account and therefore by the Customer themselves.

Please note the obligation to observe, also with reference to the Privacy Law in force, the utmost diligence in the use, preservation and protection of access credentials and it is suggested to prefer authentication through SPID and CIE, thus disabling the other access modes; while for API access it is suggested to generate and use API Tokens.

In order to be able to use the service, it is therefore necessary to have the credentials associated with one's user as well as the necessary technical tools (devices, software, Internet access, connectivity to the service, ...), in particular the use of secure and up-to-date browsers and an efficient Internet connection, since the performance (response time) of the service also depends on the type of connectivity chosen.

## 9. Activation and Service Duration

Within 5 working days from the activation of the IX-FE Worldwide Contract and from the verification of the data indicated by the Customer in the Activation Request, Able Tech S.r.l. shall assign the Customer a qualification profile for access to the IX-FE Worldwide Service.

Service hours: Monday to Friday, 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00 p.m.; any interventions in the 8:00 a.m. to 9:00 a.m. and 1:00 p.m. to 2:00 p.m. hours must be agreed upon in advance with the operator; times are in reference to Central European Time (CET).

## 10. Purpose of the customer service

The customer support service is designed to assist the customer in using the IX-FE Worldwide service via the Web interface or web service made available for management integration systems. Customer support does not include tax or legal support or requests not directly related to the use of the IX-FE Worldwide service.

## 11. Customer service enquiries

Customer enquiries must be submitted by opening a ticket on the IX support portal available 24 hours a day 7 days a week, the service desk will deal with them during business hours, Monday to Friday, 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00 p.m. CET. The customer has the option of giving the ticket an urgency priority; the time for acceptance and classification of the ticket is within 8 working hours.

PRIORITY	ASSIGNMENT TIMES	DESCRIPTION
Low	Max. 48 working hours	Requests for functional explanations of the interface
Normal	Max. 24 working hours	Request for clarification on an anomalous situation encountered
High	Max. 16 working hours	Errors that do not prevent the sending and receipt of electronic invoices
Criticism	Max. 8 working hours	Error preventing the electronic invoice from being sent or received

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Able Tech S.r.l. shall have the right to change the priority if it discovers an incorrect allocation by the Customer. The number of customer service personnel is proportionate to the number of active customers in order to guarantee the assignment times indicated in the table. Nevertheless, assignment times are to be considered indicative and will depend on the number of requests received at peak times. The time for taking over tickets does not count towards the availability time defined in the SLAs.

As already mentioned in section 10, tickets that do not fall within the scope of the customer care service, and relate to commercial, contractual, feasibility of technical requests, requests on tax or legal aspects, shall be forwarded to the relevant structures if provided for and automatically closed.

## 12. Indemnifications

For each full hour of breach of the SLA, Able Tech S.r.l. shall grant the Customer, by way of compensation, 1 (one) day of extension of the duration of the Contract up to a maximum of 30 (thirty) days.

In order to claim the compensation(s), the Customer must make a request by opening a ticket on the IX service portal within 10 (ten) days after the end of the Disruption. Notwithstanding the foregoing, it is understood in any event that the Customer shall not be entitled to indemnification if one of the exclusions set out in the relevant section occurs.

## 13. Exclusion

The following are excluded from the application of the indemnity provided for in this Technical Annex IX-FE Worldwide and SLA: all cases of misconfiguration of the Customer's equipment, all cases of problems concerning the Customer's components or connectivity to the Customer's internet network, cases of non-fulfilment or breach of the IX-FE Worldwide Contract attributable to the Customer, cases of scheduled maintenance communicated in advance to the Customer or the time required for Disaster Recovery and in any case all cases of problems concerning components that are outside the responsibility of Able Tech S.r.l, due to fortuitous events or *force majeure*. Examples of *force majeure* include, but are not limited to, unforeseeable events dependent on natural events or third parties such as floods, natural catastrophes, fire, lightning, work stoppages imposed by public authorities, riots, power cuts.

## 14. Validity and Duration of Technical Annex IX-FE Worldwide and SLA

This Technical Annex IX-FE Worldwide and SLA shall enter into force for an indefinite period for each Customer, starting from the signing of each Contract and shall terminate with the termination of the Contract it refers to. Able Tech Srl reserves the right to modify or replace it several times during the course of the Contract and at any time, undertaking to give due notice in accordance with the provisions of the IX-FE Worldwide General Conditions of Contract.

The amendments made to the Technical Annex IX-FE Worldwide and SLA or the new Technical Annex IX-FE Worldwide and SLA - replacing the previous one - shall enter into force, always for an indefinite period or until the next amendment or replacement, 30 (thirty) days after the date of their communication to the Customer. In this case, the Customer shall be entitled to withdraw from the existing Contract in the manner set forth in the Contract, within 30 (thirty) days from the notification of the change and/or replacement of the Technical Annex IX-FE Worldwide and SLA.

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## 15. Our responsibilities

We do not guarantee that the Services will be faultless or without interruption. The Service performance levels to which we are obliged are detailed in this Technical Annex IX-FE Worldwide and SLA.

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