



EDICOM has an undertaking with clients to comply with three key variables that guarantee the service quality:

- 1** AVAILABILITY of the EDICOM e-Commerce platform
- 2** Customer Help Centre AVAILABILITY and response times
- 3** Maximum incident resolution TIME

1 AVAILABILITY of the EDICOM e-Commerce platform

99,9%

The EDICOM e-commerce platform must be available 24 hours a day, seven days a week, understanding availability as the ability to access the service on demand, regardless of the speed or rate at which it is subsequently provided. This availability is measured monthly.

This service availability level must never fall below 99.9 % in any case.

Items

Availability percentage:

Availability is calculated monthly by subtracting the percentage of downtime that may have occurred in said period from the total time (100%).

Downtime:

The sum in minutes of all periods lasting over 5 minutes in which service was not available.

System maintenance times:

EDICOM reserves a maximum of up to 8 hours monthly out of prime time. This time is excluded from the service level calculations. These maintenance periods will be announced on the web well in advance.

Prime time:

The whole period with the exception of Sundays as of 05:00 UTC and 15:00 UTC.

$$\text{Service availability in prime time (monthly)} = \frac{\sum_1^n [(Tosp)]}{n * Tosm}$$

- Tosp: Total daily service running in prime time, counted in minutes.
- Tosm: Maximum daily service running in prime time, counted in minutes.
- n: Days of the month.

2 Customer Help Centre AVAILABILITY and response times

99,5%

SERVICE LEVEL	Availability	Maximum response time
STANDARD Maintenance Service	Provided in 9:00 to 18:00 schedule on weekdays	30 MINUTES
PREFERENTIAL Maintenance Service	Provided in 9:00 to 18:00 schedule on weekdays	15 MINUTES
HIGH AVAILABILITY Maintenance Service	Provided 24 hours a day, 7 days a week (every day of the year).	15 MINUTES

Our commitment is to deal with 99,5% of incidents within the promised response times

**Customer service time slot subject to Coordinated Universal Time (UTC) in London, United Kingdom.*

Support Service Provision Conditions

The customer support service includes the resolution of incidents on all elements in the EDICOM platform needed to provide the service, or on those provided by EDICOM that the client may have locally installed.

EDICOM offers the possibility of remote equipment management (Telemaintenance) at no additional charge, as long as the client enables the appropriate accesses and permits.

In order to compute and gauge the service, the procedure demands the opening of an incident based on knowledge of the same, whether reported by telephone by the client or the supervisory procedures running the service.

Availability and Response Time

EDICOM has three service levels of availability and resolution times, provided to clients in line with their specific needs.

Customer care centre availability is understood as the running time period in which the service is provided to the clients according to the contracted modality and during which the response and resolution times are computed.

Response time is taken to mean the period of time that elapses as of the client transmitting an incident to us until it begins to be dealt with by a qualified technician.

3 Maximum incident resolution TIME

99,5%

Service quality commitment

To obtain the service level on the resolution time for support requests, we use the following table:

Our quality commitment for incident resolution time is set at 99,5%

Type incidents	STANDARD maintenance service	PREFERENTIAL maintenance service	HIGH AVAILABILITY maintenance service
C1	<= 4 hours	<= 2 hours	<= 2 hours
C2	<= 6 hours	<= 4 hours	<= 4 hours
C3	<= 24 hours	<= 24 hours	<= 24 hours

$$\text{Service quality (monthly)} = \frac{\sum_1^n [(TincC1)] + \sum_1^n [(TincC2)] + \sum_1^n [(TincC3)]}{TotInc}$$

TincC1

Number of C1 incidents resolved within set parameters.

TincC2

Number of C2 incidents resolved within set parameters.

TincC3

Number of C3 incidents resolved within set parameters.

TotInc

Total number of incidents resolved.

Incident recording and attention procedure

The resolution time for incidents is defined as the period that elapses after the client reports an incident to the support area until its resolution, discounting the time slots out of working hours and times that do not strictly depend on EDICOM.

We understand that an incident is resolved when EDICOM takes appropriate measures to solve the problem, or transmits precise instructions for the solution to the client and the problem is finally solved.

Should any incidents of malfunction, or which result in delay of resolution of an incident, arise from causes other than the EDICOM service or products, EDICOM shall report the causes to the client for their resolution (for example for reasons attributable to the client or to third parties involved, the Value-Added Networks (VANs), setting up gateways, etc.), said time being excluded from the calculation period for statistical purposes.

The client is obliged to allow access to their facilities to the personnel designated by EDICOM for the resolution of incidents when so required. Any delay in issuing said permission remains outside of the availability calculation.

Interruptions in Service due to causes of force majeure, such as natural disasters, are excluded.

Classifying incidents

All support requests received by EDICOM are classed into three types according to their nature and criticality:

C1 - Criticality 1 Incidents

Incidents of great impact on a client or client group. They effect the clients' usual operations, making them impossible or severely compromising them due to failures in the service or the applications directly provided by EDICOM.

C2 - Criticality 2 Incidents

Incidents with average impact on a client or client group. This type includes those incidents where the client's habitual operations may be partially compromised, or a non-urgent flow affected, by some fault in the parameterization of their framework, in the service or in the applications directly provided by EDICOM.

C3 - Criticality 3 Incidents

Incidents of low impact on a client or client group. They do not compromise normal operations; this group includes support requests due to queries, consultations, modifications in configurations of applications, etc.

Root Cause Analysis

EDICOM resolves to identify the root cause of the problem in order to guarantee that it does not occur again in the future. Within 5 days of the incident EDICOM will produce a report of the corrective and preventative measures taken.

Indemnification

In the event of failure to comply with the parameters set forth in the SLA regarding the platform availability level, resolution of incidents or support service, the customer shall be entitled to a percentage discount on their next bill equivalent to the percentage of deviation from said commitment.

In cases of breach of several parameters, deviations shall be cumulative to the extent of compensation for the full amount billed. The indemnity shall apply only to the service/s affected by non-compliance.

Version Updating

EDICOM undertakes to upgrade products in line with the current EAN.UCC norm in any of its XML/EDIFACT standards at all times, especially those relating to syntactic and semantic specifications

When the products are intended to operate by EANCOM rules, all the messages published by said organisation will be updated free of charge at the client's request. Loading or support of new messages does not affect the creation of new maps, which will be the responsibility of the client.

EDICOM will provide the new product versions developed at any time and which are equivalent to or replace installed products at no extra cost.

The client undertakes to update their installation with the new versions provided by the Technical Service at all times. EDICOM will cease to offer support to obsolete versions 6 months after having put a new one into circulation.

Data Backup and Retrieval

EDICOM makes daily, weekly, monthly and annual copies of all the data of the services rendered. Daily copies are overwritten weekly, the weekly copies are overwritten monthly, the monthly copies are overwritten annually and the annual copies are kept for a minimum of 10 years.

EDICOM complies with security measures in accordance with current legislation personal data protection as specified in the security document and all backups are encrypted.

Users may retrieve their data from a backup copy in line with the security policy described above and under the commercial conditions agreed at all times.

Security

EDICOM undertakes to maintain the logical and physical safety measures necessary to guarantee the appropriate provision of the service in their facilities, and to be aligned with the current security standards in force at all times, such as ISO 27001.



Currently in force as of April 2014

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** Only for calls from the country indicated