



Special conditions

Service Level Commitment

Service Level Agreement

Performance

Server response times will be less than 2 seconds. Wemap ensures the support of each published map and plan: the maximum number of calls will be 100,000 per hour, and the number of connections can reach a peak of 1,000 concurrent visits.

Contact procedure

During business hours (9:30am-6pm / Mon-Fri, excluding public holidays): by phone at +33 9 54 73 48 62 or via the online chat service at pro.getwemap.com

Outside business hours (excluding ad hoc on-call arrangements): by email to customers@getwemap.com or by leaving a message on the online chat service pro.getwemap.com

Anomaly Management

Qualification of Anomalies by criticality levels:

- “Blocking Anomaly” means a documented reproducible Anomaly which, individually or cumulatively, renders the Wemap application inoperable, or which blocks the use of an essential and operational function of the Wemap application and for which there cannot be a technical or organizational workaround;
- “Non-blocking Anomaly” means a reproducible Anomaly (including those which may be recurring) whose criticality is minor, allowing work in semi-degraded mode on the Platform.



Anomalies will be resolved according to the level of criticality, from the receipt of the ticket by Wemap:

- Blocking anomaly: a resolution or workaround will be provided by **Wemap** within 2 (two) working days;
- Non-blocking anomaly: a resolution or workaround will be provided by **Wemap** within 5 (five) working days.

Availability / Continuity of service / On-call duty

Excluding scheduled maintenance operations and subject to prior information at the latest ten (10) working days before the maintenance operation, **Wemap** will maintain an overall downtime of less than 1 hour. However, any service interruption must not exceed 1 hour, and there must not be more than 2 interruptions per quarter (availability rate greater than 99.9%).

In the event of an attack or malicious intervention, **Wemap** must restore service as soon as possible after securing the servers.

Data security and backup

Access to data at **Wemap** will be secure and respect the confidentiality of user database information.

The areas operated by **Wemap** are fully secure (https). Databases are encrypted at rest and in transit.



Wemap uses the services of Amazon Web Services to host its application and data on servers located exclusively in the European Union.

Wemap will be responsible for managing backups and implementing the backup strategy. Daily backups are performed and maintained for a period of 10 days on Amazon's specialized service. A download of the most recently performed backup is done weekly. **Wemap** will be responsible for restoring the file system and databases.

Emergency plan implemented for the application

In the event of damage to the physical infrastructure, server, network equipment, etc. resulting in prolonged unavailability of the application, **Wemap** will have to find a solution to ensure continuity of service.

Accessibility

The software solution provided by **Wemap** will meet the compliance of the RGAA standard (<http://references.modernisation.gouv.fr/rgaa-accessibilite/>) taking into account its exemptions.