Service Level Parameters

Version 1.3
Valid from June 22th, 2022
Valid for TestBench CS (the **"Service"**)

The following Service Level Parameters ("**SL Parameters**") refer to the document "**Service Specifications and Service-Specific Terms and Conditions**".

A detailed description of the available editions and the according pricing can be found at https://www.testbench.com.

An overview of the features and functions of the Service can be found at https://www.testbench.com/features and the detailed description at https://cloud01-eu.testbench.com/doc/help.

1. System Requirements

The Service can be used by the end user within different **supported browsers and screen resolutions** which will be automatically checked within each login for the use of the Service by the end user.

The supported browsers are:

Full support
- Google Chrome 66.0 and newer versions (recommended browser)
- Mozilla Firefox 60.0 and newer versions
- Mozilla Firefox ESR 60.0 and newer versions
- Opera 54.0 and newer versions
- Microsoft Edge 90 and newer versions

Limited support
- Google Chrome 55.0 and newer versions lower than 66.0
- Mozilla Firefox 52.0 and newer versions lower than 60.0
- Mozilla Firefox ESR 52.0
- Apple Safari 11.0.3
- Opera 51.0
- Microsoft Edge 15.15063 and newer versions lower than 90.0

2. Service Availability

The Service will be **made available to the end user upon completion of the subscription**. With date and time of the successful completion of the subscription the system will generate an initial end user's administrator account. Using this administrator account the end user can add additional users within the number of subscribed end user licenses.

The minimum **availability of the Service per quarter is 99%** with **operating times from Monday to Sunday, (24h/7days)**. Regular **maintenance windows** are defined from **1 p.m. to 3 p.m. (CET) on Saturdays**.

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3. Maintenance and Support

Critical or non-critical events will be processed according to their criticality with a maximum **response time of 4 hours from 9 a.m. to 5 p.m. (CET) on workdays (except Saturdays and German national holidays)**.

For end user support in case of incidents or other technical problems, the end user shall **submit its support requests** via email to support@testbench.com. The support will respond with the same response time as listed above.

The primary **support language is English**, but the incidents can be submitted **in German exceptionally**. The support is free to respond always in English.

4. Backups and Disaster Recovery Capability

The whole system with all end user data entered by the end user **is backed up on a daily basis** as a full backup. The daily **backups are stored for seven days**; the **backups on Saturdays are stored for seven weeks**.

5. Data Retention in Case of Termination

After **termination or expiration of the Service** the end user's **data will be available for additional 30 calendar days**. After these 30 days the data will be deleted. During this period **the data can be exported on request** by the end user. The request must be sent to the support via the above-listed ways.

6. Notification Procedures

Important messages about the availability of the service (e.g. announcement of maintenance work), about information on data security (e.g. recommendations for updating end-user software), or about functional changes (e.g. information about new service features) are sent by email by the support team to the email address of the end-user's subscriber stored in the subscriber account.

It is the responsibility of the end-user to ensure that such emails are read, and that the recommendations or information contained therein are followed.