

Cortado Service Level Agreement (SLA)

Stand: 24.04.2026

Scope

This Service Level Agreement ("SLA") governs the availability and support for the Cortado service ("Service") provided by Cortado Mobile Solutions GmbH ("Cortado").

This SLA applies during the term of the usage agreement ("Agreement") entered into between Cortado and the customer. Service Credits under this SLA represent the customer's sole and exclusive remedy in the event that the guaranteed service availability is not met.

Service Availability

Cortado guarantees a monthly service availability of at least 99.9% per calendar month.

Availability = (Total minutes of the calendar month – Downtime) / Total minutes of the calendar month

"Downtime" refers to a period during which the Service is unreachable or cannot process successful requests. Outages are only considered if they last longer than five (5) minutes. Measurement is based on Cortado's internal monitoring systems. Cortado's measurements are authoritative for determining availability.

Schedules Maintenance

Cortado may perform scheduled maintenance to ensure the stability, security, and performance of the Service.

- Maximum of five (5) hours of maintenance per calendar month
- Advance notice of at least 24 hours
- Scheduled maintenance periods do not count as downtime.

Exclusions

The availability guarantee does not apply to outages or performance limitations caused by:

- Force majeure events or other circumstances beyond Cortado's reasonable control, including natural disasters, power outages, governmental actions, or widespread network disruptions
- Internet or network disruptions outside of Cortado's control
- Systems, networks, devices, or configurations of the customer or their infrastructure
- Third-party software, hardware, or services not operated or controlled by Cortado
- Actions or omissions of the customer or users authorized by them
- Services or features for which this SLA expressly does not apply

- Accounts with overdue or unpaid invoices

Service Credits

If the guaranteed availability is not met, the following Service Credits apply:

- < 99.9% to ≥ 99% → 10% of the monthly service fee
- < 99% to ≥ 95% → 25% of the monthly service fee
- < 95% → 50% of the monthly service fee

Service Credits are not paid out in cash. They are granted at the end of the contract term through a corresponding extension of service usage.

The maximum total credit per calendar month is 50% of the monthly service fee.

Service Credits represent the sole and exclusive liability of Cortado in connection with the failure to meet the guaranteed service availability.

Claims

Service Credits must be claimed in writing within 30 days after the affected period. If no timely claim is made, the entitlement lapses.

Support

Cortado operates an incident management system for processing support requests.

Typical response times during support hours (Monday to Friday 9:00 AM – 5:00 PM CET (excluding public holidays in Germany)):

- Critical – Service unavailable → within 1 hour
- High – Essential functions impaired → within 4 hours
- Normal – General inquiry → within one business day

Status page

Current information on operational status, incidents, and maintenance work is available at all times on the public status page: <https://status.cortado.com>

Security and Compliance

Cortado operates the Service applying appropriate technical and organizational measures to protect the confidentiality, integrity, and availability of data.

These include, in particular, infrastructure monitoring, regular security updates, access controls, and encrypted data transmission (e.g., TLS).

Cortado aligns with recognized security standards such as **ISO/IEC 27001**.

