

SATA Access Point SLA

According to Annex 3 of the TIA – Transport Infrastructure Agreement signed between S.A.T.A. Applicazione Tecnologie Avanzate srl, hereinafter SATA, and OpenPEPPOL Association Internationale Sans But Lucratif (AISBL), hereinafter OpenPEPPOL, the following provisions apply.

Support services

SATA strongly recommends to use its ticketing system to raise exceptions and require instructions and clarifications.

SATA ticketing system >> <http://support.satanet.it/>

PEPPOL AP Providers and PEPPOL SMP Providers must name an e-mail address and telephone number that can be used for reporting of incidents such as system failures, security incidents or other emergency situations.

SATA e-mail address >> peppol@satanet.it

SATA telephone number >> 0039 059 343299

The telephone contact is available at 09:00-13:00 14:00-18:00 from Monday to Friday. If English language is not supported by the telephone contact, a call-back service will act within 2 hours.

Italian language is preferred during analysis and resolution of reported incidents if both parties agree on this. If not English language is default.

Response time and service availability

Any incident reported must be responded to within one working day.

In case of major system failures, or extraordinary maintenance activities, causing more than 4 hours of down-time, OpenPEPPOL will be notified, as well as all the AP service customers.

Force majeure

SATA shall not be liable for delay in performing, or failure to perform, any of its obligations as Access Point service provider, if such delay or failure results from unforeseen circumstances or events or causes beyond its control, including but not limited to, war, riot, embargoes, acts of civil or military authorities, fire, floods, earthquakes, accidents, strikes, denial of service (DoS) attack, or shortages of energy, labor or materials.

In the event of any such circumstances, SATA shall forthwith notify the customer (and OpenPEPPOL) in writing and the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed, provided that if the period of delay or non-performance continues for three (3) months, the customer may terminate the contract by giving 14 days written notice to SATA.