PLAYipp Service Level Agreement

Last updated 2026-11-11

This Service Level Agreement (SLA) defines PLAYipp's commitments to Customers concerning service availability and support, related to the PLAYipp Terms of Service (the "Main Agreement").

Any changes to this SLA will be communicated via email and/or announcements on the PLAYipp Platform.

While this SLA addresses the primary aspects of service delivery and support, other agreements may cover additional areas not included here.

Limitation of Liability

Certain Service components rely on Data provided by external suppliers or the Customer. PLAYipp cannot be held liable for service errors or defects resulting from Data that is inaccurate, incomplete, or not delivered.

Each party's entitlement to compensation from the other for breaches of the Agreement, excluding service errors or defects, is limited to direct losses or damages.

Force Majeure

If a party is prevented from performing its obligations under this SLA due to circumstances beyond its control, including but not limited to war, natural disaster, power outage, pandemic, fire, and strike, “Force Majeure”, the party affected by those circumstances will be discharged from its obligations and will not incur sanctions for its non-performance of a given obligation.

A party relying on Force Majeure under this clause must immediately notify the other party of this.

If Force Majeure conditions persist for more than three months, either party may terminate this Agreement with immediate effect.

Support Services

Self-service Support Services are available 24/7 on PLAYipp´s website via self-service assistant(chat, phone), and human support 8:00 am - 04:30 pm (Monday through Friday CET), via email, live messaging, and phone.

Customers must submit a request for Support Services through the aforementioned channels by providing an accurate description of the fault in the Services, including the circumstances

in which it arose, the area of the Services to which the fault relates, and any other information reasonably required by PLAYipp to remedy the fault.

Support Responses

PLAYipp commits to responding to support issues as promptly as possible.

A support request is considered answered once PLAYipp has replied to the Customer's initial inquiry, either by email or phone call, whether to provide a solution or request additional information.

Response time guarantees apply only during standard business hours (8 am – 4:30 pm CET). PLAYipp guarantees a response to all support requests within working hours.

Customers will receive regular progress updates through PLAYipp's support channels.

Grading and response time

PLAYipp will always endeavour to resolve problems as swiftly as possible. It recognises that the Customer's use of the Service is critical to related operations and that any downtime will hurt Customers' operability in affected areas.

However, PLAYipp can never guarantee exact resolution times, as the nature, causes, and resolution of issues and problems may vary greatly. PLAYipp will make every effort to resolve problems as quickly as possible. Issues and their priority are grouped as P1–P5 and will be handled and resolved based on this.

P1 – Critical: The defect causes system failure, complete service unavailability, or data loss. It does not have a workaround. PLAYipp will respond within 1 hour and treat this as an immediate priority, dedicating all necessary resources to resolution.

P2 – Major: The defect severely affects key functionality for all or selected users but does not render the entire system unusable. It may have a workaround, but it is not obvious or practical. PLAYipp will respond within 2 hours.

P3 – Medium: The defect moderately impacts the Service but does not prevent Customers from completing primary tasks. An easy workaround exists. PLAYipp will respond within 8 hours.

P4 – Low: The defect has minor impact, such as cosmetic or UI issues, and does not affect core functionality. No committed response time.

P5 – Trivial: The defect has negligible impact and is purely aesthetic or a minor inconvenience. No committed response time – addressed at PLAYipp's discretion.

Service availability, downtime, and service credits

Downtime means any period of time during which the PLAYipp CMS is not accessible by Customers.

PLAYipp commits to a 99.5% Service Availability, on average, in one calendar month.

If PLAYipp does not meet the Service Availability target, PLAYipp shall provide Customers, as the sole and exclusive remedy, with a Service Credit based on the monthly Subscription Fee. Service Availability targets and related Service Credits are as follows:

Service Availability below	Service Credit Percentage
99.5%	10%
99.0%	30%
98.0%	100%

To claim a Service Credit, Customers must submit their request within thirty (30) calendar days of the period when Service Availability fell below the guaranteed level. Claims should be sent to slaclaims@playipp.com and must include the specific date and time when the service issue occurred, along with any other information reasonably requested by PLAYipp.

If the Main Agreement is terminated due to PLAYipp's breach under reference to the Main Agreement, any remaining Service Credits will be refunded to the Customer at their value.

Service Credits cannot exceed total Subscription Fees paid by the Customer for the relevant Subscription Term. Customers with overdue payments or accounts in default are not eligible to receive Service Credits.

Downtime reasons excluded from the Service Credits calculation

The Service Availability calculation excludes the following types of Downtime:

Maintenance Downtime: PLAYipp may conduct planned maintenance that temporarily affects service availability. Where possible, maintenance will be scheduled outside office hours, with notification sent to Customers through PLAYipp Manager at least 1 week in advance.

Customer or Third-Party Issues: Downtime caused by actions or negligence of the Customer or any third party (excluding PLAYipp subcontractors listed in the PLAYipp Data Processing Agreement), such as internet service provider problems, failures in Customer equipment or software, or improper use of the Services.

Force Majeure: Downtime resulting from Force Majeure events.

Suspension or Termination: Downtime occurring due to service suspension or termination as permitted under the Agreement.

Security or safety: Downtime caused by actions taken by the Supplier that affect the availability of the Service if it is required for technical, operational, security or safety reasons. The Supplier also has the right to end or restrict access to the Service if the provision of the Service entails serious damage or risk of serious damage to the Supplier.