



eXpurgate Service Level Agreement (SLA)

valid from February 15, 2023

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1 eleven Support Services

1.1 Reachability of Support

eleven Support can be reached by telephone, email, or via our online contact form. Our support team is ready to provide you with any necessary assistance in connection with our products or to answer any technical questions you may have. Our aim is to ensure that you get the maximum added value from your service contract with eleven.

You can access eleven Support as follows:

- via our [online contact form](#)
- by telephone: +49 30 52 00 56 130
- by email to support@eleven.de

1.2 How it works

Each problem you report is assigned its own support case number. Please use this case number for all enquiries when contacting the support team until the problem has been solved.

1.3 Required information

To enable us to process reported support cases quickly and efficiently, we ask you to provide us with as much detailed information as possible, including:

- Name of the product concerned
- Name of your company
- Date and time of the occurrence of the problem
- Description of the effects on the operational process
- Detailed description of the problem:
 - Steps taken to reproduce the problem
 - Current behavior
 - Anticipated conduct

1.4 Services

eleven Support will answer your support request within the response times resulting from your Service Level Agreement or your service contract. Support is available during our business hours, unless otherwise agreed. Our business hours are:

Monday-Friday, 9:00-18:00 (CET/CEST)
except federal holidays

Our support team will be glad to assist you in either English or German.

We work conscientiously and professionally to resolve all support cases. However, we cannot accept any liability for the resolution of problems or requests if the causes lie outside the eleven system and therefore outside of eleven's control.

Priority	Initial Response Time
P1	4 working hours
P2	8 working hours
P3	2 working days
P4	4 working days

Response time is the period between the customer reporting a problem to eleven Support and the first response by the support team. If a problem is reported outside the agreed availability times, the response time shall begin on the next working day or on the next agreed day on which support services are provided in accordance with the agreements made.

1.5 Severity Levels

Severity	Priority	Description
Critical	P1	<ul style="list-style-type: none"> • Service not available • Critical operational processes are significantly impaired by insufficient performance • Administration portal not accessible
Significant	P2	<ul style="list-style-type: none"> • Continuous or frequent deterioration of the quality of service • Limited availability of the administration portal
Minor	P3	<ul style="list-style-type: none"> • Occasional degradation of quality of service affecting non-critical operations • A problem that can be successfully circumvented • A problem that has only a minor impact on the administration portal
Information request	P4	<ul style="list-style-type: none"> • General information and function requests • Questions about the service or the administration portal

2 Availability of eXpurgate

The system (eleven Intelligence Hub) used to provide the eXpurgate service has multiple redundancies and is protected against unauthorized external access.

The eXpurgate service - the provision of the checksums or the availability of the eleven Intelligence Hub - is provided in such a way that the failure of one or even several subsystems does not lead to the failure of the entire service. A continuous disruption of the entire system will not exceed a period of 4 hours.

eleven guarantees the availability of the eXpurgate service of 99.9 percent on an annual average.

3 Detection performance of eXpurgate

The eXpurgate service has an average spam detection rate of over 99.0 percent and an average false positive risk – the risk of individual emails being categorized as spam – of less than 0.00005 percent on an annual average, based on the total email volume checked by eleven's systems.

Individual email addresses or domains have a specific spam load profile and may have upward or downward deviating detection rates. Spam detection performance may fluctuate over time. The same applies when activating the optional virus scanner for virus waves. Deviations do not represent a reduction in the quality of the service.

A 100 percent detection performance with the exclusion of incorrect categorizations is impossible for technical reasons, as is the correct categorization of all emails without exception.

3.1 Processing of false positive reports

False positive reports are processed and answered by our spam analyst team around the clock every weekday, provided the report is received at the designated address unblock@spamlab.biz.

The time between the customer reporting a false positive to eleven and the first response by our spam analyst team ("response time") is 30 minutes.