

Service Level Agreement: BitHive Reporting Desk

This Service Level Agreement forms part of the contract under the Terms of Service of BitHive UG (haftungsbeschränkt). Version 1.6 · October 2026 · Replaces version 1.5. Changes: "module" for "regime module" in the Refund Policy (2).

1. Availability

1.1 The agreed availability of the web application and the API of the Service is **99.0% per calendar month**.

1.2 Availability is measured by BitHive's monitoring, which requests the Service's public health endpoint through its public address at least once a minute and records the result. The Service counts as unavailable for a minute in which the health endpoint does not respond correctly, or for which no result is recorded, subject to Section 1.3. The Customer may prove unavailability by other means. On request, BitHive provides the Customer with the recorded results for the month concerned.

1.3 The following do not count as unavailability:

- scheduled maintenance of up to four hours per calendar month, announced at least 48 hours in advance and carried out where possible between 22:00 and 06:00 Berlin time;
- urgent maintenance to close a security vulnerability, which BitHive announces as early as possible;
- disruptions caused by the Customer, by use contrary to the contract, or by events outside BitHive's control (force majeure, disruptions of the public internet).

1.4 Notifications about actively exploited vulnerabilities are processed by independent background processes. BitHive aims to send them within two hours after the exploitation information has been published in one of the sources named in the documentation. This is a target value, not a guaranteed deadline.

2. Statutory rights

2.1 If the Service does not reach the agreed availability, the Customer has the statutory rights, in particular the reduction of the fees and, within the limits of Section 10 of the Terms of Service, damages.

2.2 Service credits or other flat-rate compensation are owed only where agreed individually, for example in an order form for an Enterprise plan (Section 1.4 of the Terms of Service).

3. Support

3.1 Support is provided by e-mail to contact@bithive-it.com on business days (Monday to Friday, excluding public holidays at BitHive's registered office) from 09:00 to 18:00 Central European Time (CET) or, while it applies, Central European Summer Time (CEST).

3.2 BitHive handles support requests as quickly as is reasonably possible in its normal course of business. BitHive owes a specific response or resolution time only where one is agreed individually in text form, for example in an order form or with a booked support add-on.

3.3 Reports of a complete outage of the Service are processed with priority, regardless of the plan.

3.4 Time limits set by law or by the Data Processing Agreement, in particular for notifying personal data breaches (Section 3.5 of the Data Processing Agreement), remain unaffected.

3.5 For contracts concluded before this version took effect, the first response times in Section 3.2 of the version of this Agreement accepted with the contract continue to apply.

4. Status information

BitHive publishes information on disruptions and scheduled maintenance on the status page of its website (bithive-it.com/status), which is hosted separately from the Service's infrastructure.

This Agreement exists in a German and an English version. The version in the contract language is binding. The contract language is that of the contract under the Terms of Service (Section 12.6 of the Terms of Service). Versions in other languages are provided for information only.

Refund Policy: BitHive Reporting Desk

BitHive UG (haftungsbeschränkt) offers the Service exclusively to businesses. There is therefore no statutory right of withdrawal. Version 1.6 · October 2026 · Replaces version 1.5. Changes: "module" for "regime module" (2).

1. Free trial and 14-day money-back guarantee

New customers can use the Service free of charge for 14 days before the first payment (Section 2.4 of the Terms of Service); cancelling during the trial costs nothing. In addition, BitHive refunds the first subscription payment in full if the Customer asks within 14 days of that payment, and the payment for each renewal of an annual plan if the Customer asks within 14 days of that payment. No reason is required. Requests go to contact@bithive-it.com; BitHive refunds the amount to the original payment method or, for payments by bank transfer, to the account from which the payment was made. When the refund is made, the contract ends; Section 8.5 of the Terms of Service applies. This guarantee applies to online orders; contracts under an order form or offer (Section 2.3 of the Terms of Service) are governed by that order form or offer.

2. Cancellation; no refunds for partial periods

Subscriptions can be cancelled in accordance with Sections 8.1 and 8.2 of the Terms of Service; the Service remains available until the cancellation takes effect. Fees for a billing period that has begun are not refunded, in whole or in part, if the Customer cancels, downgrades, removes a module, seats or add-ons, or does not use the Service, except in the cases of Sections 1 and 3. The credit for the unused part of a monthly period on a change to annual billing (Section 7.6 (d) of the Terms of Service) is not affected.

3. Refunds in other cases

- If BitHive discontinues the Service or terminates the contract without good cause attributable to the Customer, BitHive refunds prepaid fees for the period after the end of the contract on a pro-rata basis.

- If the Customer terminates because of a fee increase or an amendment to the Terms of Service, BitHive refunds prepaid fees for the period after the termination takes effect on a pro-rata basis.
- Fees for one-off services (Section 7.8 of the Terms of Service) are governed by the order form or offer. If it contains no rule, they are refunded in full if the service has not yet been performed and the Customer withdraws the booking before the agreed date.
- Statutory rights, in particular in the event of defects, remain unaffected.

4. Processing

Refunds are made to the original payment method or, for payments by bank transfer, by bank transfer, in each case within 14 days of BitHive's confirmation. When the amount is credited depends on the Customer's payment provider or bank.

5. Deletion of the account

If the Owner deletes the account (Section 8.6 of the Terms of Service), no fees are charged after the deletion is confirmed. Fees already paid for the current billing period are not refunded, except in the cases of Sections 1 and 3.

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