



Service Level Agreement (Service Description) Care Remote Service

Code: MS-CREM

Version: 3.0

Valid from 01.01.2025

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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Care Remote Service

This service includes the processing of reported malfunctions through malfunctions analysis and error diagnosis via remote access.

Initial Services	CO	CL
Set up and test the remote maintenance access of the systems of the client	R/A	C/I
Define contact details of the persons nominated by the client in the service management system of the Contractor (if necessary per location)	R/A	C/I

Recurring Services	CO	CL
Perform analysis, diagnosis and troubleshooting remotely		
The remote service includes the following services, provided that the technical requirements according to the contractor's standard specifications for remote access are met: • The analysis of malfunctions via remote access • The diagnosis of systems and system components via remote access • The elimination of malfunctions via remote access If necessary, data from the system and system components are transmitted to the contractor for analysis, evaluation or processing via the remote access software. Malfunctions are rectified via remote access if technically possible.	R/A	C/I
Performing software updates as part of troubleshooting		
In the event of a malfunctions, the contractor checks whether the respective manufacturer has made software updates or hotfixes available to resolve the malfunctions. These software packages available from the manufacturer are implemented on the affected system in coordination with the client and a joint check is carried out to determine whether the malfunctions has been resolved. Reproducible malfunctions that affect the client's operations and for which the manufacturer has not yet provided a solution are reported by the contractor to the manufacturer. If the manufacturer does not provide support or software updates for the currently implemented software version, malfunctions will only be rectified to the extent that this can be carried out using the options available to the contractor (e.g. workaround, installation of existing updates).	R/A	C/I

The scope of services includes all software updates required to rectify the malfunctions within the same functionality while maintaining the same integration and compatibility with the existing system environment.		
Remote hardware replacement services for troubleshooting		
This includes remote services for replacing faulty hardware, replacement components are not included. However, the replacement of replacement components is the responsibility of the client. If the replacement components are not available when the malfunctions is fixed, any additional costs incurred will be charged separately. If the responsibility for the replacement components lies with the contractor in the Care Spare / Repair Service, these will be processed after the malfunctions has been analyzed.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Required maintenance or service contract		
If a maintenance or support contract between the client and the manufacturer is required for the provision of services, the client must conclude this with the manufacturer. The duration of the contract depends on the duration of the contract concluded with the contractor. The client provides the contractor with all the contract data required for processing (contract number, term, type, etc.) at the start of the contract and informs the contractor of any changes.	C/I	R/A
Support with license transfer		
If a license transfer to a replacement device is necessary in the course of troubleshooting, this will be carried out by the client, or the Client will grant the necessary authorizations in the respective manufacturer tools on behalf of the client on an ad hoc basis.	C/I	R/A

Framework conditions for service		
This includes remote services for the exchange of If a faulty hardware is detected during the remote error analysis and the responsibility for the replacement components lies with the contractor, these will be procured after malfunctions analysis (Care Spare / Repair Service).		
Service costs for replacing of faulty hardware are not included.		

