



Service Level Agreement

(Service Description)

Meraki Service

Code: MS-MERAKI
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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.

Meraki Service

The contractor supports the availability and operational reliability of the Meraki infrastructure.

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

Recurring Services	CO	CL
Remote analysis and diagnosis of malfunctions via remote access		
The remote service therefore includes the following services, provided that the technical requirements are met in accordance with the contractor's standard specifications: • The analysis of malfunctions via remote access • The diagnosis of systems and system components via remote access • The rectification 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
On-site service		
The on-site service includes the deployment of a contractor technician to resolve malfunctions in the system or system components at the system location. This includes expenses for the technician's working time, travel time, travel costs and allowances.	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	R/A	C/I

packages available from the manufacturer are implemented on the client's system and it is checked 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 no longer provides 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). The scope of services includes all software updates necessary for troubleshooting within the same functionality or with consistent integration and compatibility with the existing system environment.		
Procurement of replacement components including exchange service		
If necessary, the contractor will procure replacement components for the components marked with MS-MERAKI in the product list during the term contractually agreed with the client. This also includes the associated services for replacing faulty hardware. If products are defective due to improper use (vandalism, water damage, force majeure, etc.), the contractor will charge separately for the replacement components.	R/A	C/I
Perform standard configuration changes remotely		
This service includes the processing of standard configuration changes to systems and system components on a scale that is usual for this technology via remote access. A standard configuration change refers to the adaptation of parameters to systems or system components (e.g. assigning rights, maintaining directories).	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.	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, on an ad hoc basis, the client will grant the contractor the necessary authorizations in the respective manufacturer tools.	C/I	R/A

Software distribution		
For software distribution, corresponding rights to the client's systems and products are required. These are provided, set up or commissioned by the client before the contractor provides the software distribution as a service.	C/I	R/A

Framework conditions for service
If it turns out during the provision of the service that the replaced system component is not defective, the Contractor reserves the right to invoice all costs associated with the provision of this service separately.
The change request notification must contain all information required to provide the service (e.g. names, numbers, locations, contact persons) so that the change can be initiated and implemented.

Services not included
Services for implementing requirements that are not configuration changes
Installation/deinstallation of hardware or software
Registration, deregistration or re-registration with providers or the coordination of providers
Major Upgrade: Activation of new features and user training
Creating or modifying software packages (e.g. *.MSI)
New licenses or additional licenses
Management of licenses and license documents
Activation of new features and user training.
Necessary adjustments of interfaces or individual developments for the client
New HW, replacing HW or software components which are required for the software version.

