



Service Level Agreement

(Service Description)

Frequenzmessung as a Service

Code: FS-FQM

Version: 3.0

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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.

Frequenzmessung as a Service

Frequency measurement as a service provides the platform for professional and GDPR-compliant processing of customer flow data.

Initial Services	CO	CL
Set up Azure Subscription & Landing Zone	R/A	C/I
Onboarding into the Microsoft Azure environment provided by the customer for this service	R/A	C/I
Creation of the dashboard and the customized functions	R/A	C/I

Recurring Services	CO	CL
Provision of Software as a Service		
The service includes the provision of the FQM functions necessary for the client or its customers for receiving and processing sensor data and managing the associated assets (sensors, gateways or devices) or objects (floors, stores, rooms) and is configured accordingly for the client's respective requirements within the framework of the initial project. The contractor guarantees the entire operation and secure processing of the data supplied.	R/A	C/I
Provision and configuration of the necessary Azure services and sensors		
The contractor provides self-installation instructions for the necessary sensors for the ordered hardware. An on-site planning workshop can be ordered as an option to determine the number and position of the sensors. The included initial setup includes the configuration of the sensors, creation of the floors and zones in the FQM system and the provision of a standard dashboard. Subsequent or individual adjustments can be ordered optionally. This also includes the connection of external APIs and systems. The FQM is provided via the Microsoft Azure platform in an Azure tenant of the client. Provisioning and configuration of the necessary Azure components such as Azure IoT Hub in the client's environment are included in the initial setup.	R/A	C/I
Troubleshooting		
The malfunctions (errors or defects) reported by the client or identified by the contractor are analyzed, processed and remedied by the contractor. The contractor has set up a monitoring system for proactive alerting.	R/A	C/I

Malfunctions that occur in the Microsoft Azure platform are analyzed by the contractor, but troubleshooting is not the contractor's responsibility. Configuration errors caused by the client are not included in the support, but support can be ordered separately from the contractor. Faulty Hardware and any necessary hardware replacement are handled by the contractor within the warranty granted by the manufacturer using a Return Merchandise Authorization (RMA). Remote access to the sensor must be provided for the contractor to support the client in analyzing the sensor's faults, carrying out configuration work and possible data recovery. The contractor can only carry out and guarantee data recovery to the extent that it is provided by the manufacturer or sensor. In the event of software errors, the contractor checks whether the respective manufacturer or the contractor's own modules provide software updates or hotfixes that correct the error. These software packages, which are available from the manufacturer, are implemented in the system and it is checked whether the error has been resolved. If it is not possible to resolve errors and faults immediately, the contractor will endeavour to minimise the effects of the malfunctions using a workaround. The resolution of faults in the FQM service client on site is not included, but can be carried out at the expense of the work involved and for a separate invoice.		
Patches, hotfixes and security updates		
The contractor carries out patch management for the FQM application. This includes adjustments to the architecture and Azure configuration and necessary critical updates of individual components according to the contractor's standard specifications. Regular necessary maintenance work on FQM can lead to minor outages. The client is proactively informed about maintenance windows of around 8 hours during which the service is not available or only available to a very limited extent. Procedure for emergency maintenance measures (unplanned maintenance windows); the contractor understands unplanned maintenance windows to be interruptions in service times caused by emergency maintenance measures. These measures are necessary to avoid unforeseeable failures of services or service components. The emergency maintenance measures are communicated to the client and carried out independently of the defined maintenance windows.	R/A	C/I
System security and GDPR compliance		
The FQM cloud service gives top priority to system security and GDPR compliance. Mechanisms such as access control, data encryption and continuous monitoring are integral parts of the service to ensure the highest standards in data protection and security.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Checking frequency measurement data		
The client is always responsible for checking the frequency measurement data. It is recommended that the client regularly checks the configurations (e.g. access counters, reports).	C/I	R/A

Framework conditions for service
The client has an active Azure subscription in which the FQM components (IOT Hub, Azure Functions, etc.) can be operated within an Azure Resource Group (Azure regions in Western Europe are recommended). If such a group does not exist, it will be provided by the contractor during the initial setup via the Microsoft CSP program.
The client has an appropriate internet connection to use the service. The internet connection and internet connection are not part of this service and are the responsibility of the client.
The contractor's support in analyzing error messages and taking necessary measures is based on the effort involved, which is charged separately at the applicable hourly rate.
Optionally, additional third-party systems can be connected to the basic structure of the solution or the dashboard can be customized. The technical requirements on site are a prerequisite. This service and any necessary components will be invoiced to the client separately based on the actual effort involved.
When the contractual relationship ends, the client's data remains in the client's environment. If required, deletion can be requested from the contractor within one month for a fee. If requested, the client's existing data can be copied to media and handed over for a fee before deletion.

Services not included
Installation of the sensors (self-installation)
On-site support, if required, the service will be charged separately according to the current hourly rate
Maintenance and troubleshooting of the Azure infrastructure
Maintenance and troubleshooting of the Internet connection
Information about maintenance work on the Azure infrastructure by Microsoft
Configuration work on the client's firewall for the connection
Configuration work on the network infrastructure for the connection
Setting up individual functionalities (features)
Export of media/backup tapes
Client-side work (maintenance, firmware updates, configurations...)
Integration of additional applications or configuration changes after initial setup

