



## Service Level Agreement (Service Description) SIP Trunk Services

Code: FS-SIP  
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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.

## SIP Trunk Services

SIP trunk services for establishing voice connections.

| Initial Services                                                                                                                                                                                                                                                                                                                                   | CO  | CL  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| If the contractor purchases a broadband connection – establishment of the connection including termination with modem and router                                                                                                                                                                                                                   | R/A | C/I |
| If the client has an existing Internet connection, the required firewall settings and requirements will be communicated to the client. An overview of the requirements for operation can be found in the service description for SIP trunk services, which you can find at <a href="https://www.cancom.at/en/agb">https://www.cancom.at/en/agb</a> | R/A | C/I |

| Recurring Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | CO  | CL  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| <b>Perform remote analysis, diagnosis and troubleshooting of the SIP Trunk service</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |     |
| <p>The remote service therefore includes the following services, provided that the technical requirements are met in accordance with the contractor's standard specifications for remote access:</p> <ul style="list-style-type: none"> <li>• The analysis of malfunctions via remote access</li> <li>• The diagnosis of systems and system components via remote access</li> <li>• The rectification of malfunctions via remote access</li> </ul> <p>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.</p> | R/A | C/I |
| <b>Performing software updates as part of remote troubleshooting of the SIP trunk service</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |     |
| <p>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 client's system and it is checked whether the malfunctions has been resolved.</p> <p>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.</p>                                                                                                                                                                | R/A | C/I |

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| <p>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).</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                     |     |     |
| <b>Acceptance and processing of repairs of defective VLink modems and VLink routers supplied by the contractor</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |     |
| <p>The client must announce the intention to exchange or report repairs in advance by means of a written notification or verbally to the contractor's repair acceptance point. The notification must include the serial number, description of the malfunctions and other data necessary for the RMA process, which must be determined on a case-by-case basis. Once the replacement components are available, they will be sent to the client or made available for collection.</p> <p>The client can send the defective material to the contractor's repair acceptance point in the office in Vienna at his own expense. The contractor's repair acceptance point only accepts material that is packaged appropriately for transport. The repair acceptance can also take place as part of the deployment of a technician from the contractor who is already on site as part of the provision of contractual services.</p> | R/A | C/I |
| <b>Procurement of replacement components</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |     |
| <p>If products become defective due to improper use (vandalism, water damage, force majeure, etc.), the contractor will charge separately for the replacement components.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | R/A | C/I |
| <b>Shipping of replacement components to the customer including transport costs</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |     |
| <p>The client receives a corresponding spare part or replacement device from the contractor or a supplier. In the case of delivery to a system location of the client, the client provides the delivery address when reporting the repair. With the exception of the transport costs from the client to the contractor, all other transport costs are included in the scope of services.</p> <p>If the contractor's technicians carry out operations to resolve hardware defects, the necessary replacement components are procured during the operation.</p>                                                                                                                                                                                                                                                                                                                                                                | R/A | C/I |
| <b>Advance exchange of spare components</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |     |
| <p>The client will receive replacement components delivered to the system location before the defective components are returned.</p> <p>After receiving the replacement components, the client must deliver or deliver the defective system component to the contractor's repair acceptance point in suitable packaging within 5 working days at his own expense and risk.</p> <p>If the client does not return the defective system component to the contractor's repair acceptance point on time, the contractor is entitled to charge the list price of the system component sent in advance.</p>                                                                                                                                                                                                                                                                                                                         | R/A | C/I |

**Framework conditions for service**

Detailed information on the scope of services is described in the following document published on our website:

- SIP Trunk Services\_Service Description (<https://www.cancom.at/en/agb/>)

**Services not included**

Configuration work

Troubleshooting in connection with other components e.g. firewalls

Setting up new functionalities

Preparing security reports

Reports

