



Service Level Agreement (Service Description) „IPLink as a Service“

Code: FS-IPLINK

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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.

Service Name

IPLink is an IP-based data communication solution that can be used for both VoIP services and global Internet access. It provides a static IPv4 address and low latency via dedicated media, such as copper and fibre optics. It also enables multiple users to access the internet simultaneously via the same connection.

Initial Services	CO	CL
Installation of the connection and termination with the router and occasionally modem	R/A	C/I
Configuration of the router IPLink as a Service	R/A	C/I
Setup in the customer network	R/A	C/I

Recurring Services	CO	CL
Providing a bandwidth connection		
Depending on the bandwidth connection ordered, IPLink includes unlimited, flat-rate access to the contractor's services and the worldwide internet. IPLINK enables several users access for the Internet at the same time. The users share the booked bandwidth.	R/A	C/I
Perform remote analysis, diagnosis and troubleshooting via remote access of the IPLink as a Service		
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: • The analysis of bandwidth connection faults via remote access • The diagnosis of systems and routers 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
Acceptance and processing of repairs of defective modems and routers supplied by the contractor		

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. 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.	R/A	C/I
Procurement of replacement components		
If the router or modem becomes defective due to improper use (vandalism, water damage, force majeure, etc.), the contractor will charge separately for the replacement components.	R/A	C/I
Shipping of replacement components to the customer including transport costs		
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. If the contractor's technicians carry out operations to resolve hardware defects, the necessary replacement components are procured during the operation.	R/A	C/I
Advance exchange of spare components		
The client will receive replacement components delivered to the system location before the defective components are returned. 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. 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.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Ensuring access to all rooms required to produce the service.	C	R/A
Ensuring the firewall approvals required for operation (for firewall components provided by the client).	C	R/A
Takeover of the implementation services.	C	R/A
Functional testing of the customer's own infrastructure & applications.	I	R/A
Providing the infrastructure, including a power connection and sufficient space for hardware.	C	R/A

Framework conditions for service

Unannounced maintenance windows may be scheduled on Wednesdays and Sundays between 1:00 am and 6:00 am. Any interruptions and/or restrictions to utilisation options during these periods are not taken into account when calculating availability. Availability is shown as a percentage (from 100), indicating the minimum proportion of total operating time during which the respective service is available. The value is calculated quarterly (on 31 March, 30 June, 30 September and 31 December). If the contractual relationship begins or ends within a quarter, a pro rata calculation is made accordingly. If a change is made at the customer's request (e.g. ordering or terminating backup as an add-on), a new observation period begins. Different observation periods cannot be added up.

Maintenance windows for alternative access technologies (4G, 5G) are performed alternately so that at least one alternative medium is always available during maintenance.

Availability is not affected by emergency situations or force majeure, including exceptional weather conditions, natural events, avalanches, mudslides, flooding, lightning or fire; strikes or lockouts; war; military operations; terror or public unrest; or delays in fault clearance caused by the customer.

Maintenance and fault clearance services provided by IPLink will be invoiced if it transpires that the fault did not occur in the transmission path provided by IPLink or was caused by improper work by the customer.

In the case of bandwidth specifications, the higher value is always defined as 'downstream' and the lower value as 'upstream'. The actual achievable data transmission capacity may vary and depends on the transmission conditions on site.

There is no overbooking for the last mile (from the dialling office/ARU) and the limit here is the calculated bandwidth (based on the line length and attenuation values of the line) as the technical maximum bandwidth.

As part of the offer, a line availability check was carried out at a customer address. The availability check of the line refers to a distributor, which is located at the property boundary in the case of properties and usually in the basement or utility room of the property in the case of buildings.

The IPLINK is considered to be operational as soon as the line has been switched at the distributor for the customer and the access data has been handed over and at least fifty per cent of the calculated bandwidth has been achieved according to the technician's line test.

The handover interface is a TSS connection socket for DSL technology, and an ONT for fiber-optic connections.

The IPLink service includes a modem. For fiber-optic connections, no modem is required – in this case, an ONT with an Ethernet port is provided.

The use of IPLink requires a firewall that has been or will be procured through the contractor. However, this firewall is not part of IPLink as a Service and can be ordered separately.

Services not included

Additional configuration work beyond the initial services

Troubleshooting in connection with other components e.g. firewalls

Setup of new functionalities

Preparation of reports, e.g., security reports
Provision of power and network connections, as well as cabling work

