



Service Level Agreement

(Service Description)

Cloud Collaboration Support Basic

Code: CCSB

Version: 3.0

Valid from 01.01.2026

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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.

Cloud Collaboration Support Basic

The Cloud Collaboration Support Service assists customers in operating and using cloud collaboration solutions. The service is provided independently of physical infrastructure and includes the following services.

Initial Services	CO	CL
The contractor set up an administrative user account for Microsoft Calling and make it available to the client. This account will be preconfigured and equipped with the necessary administrative rights to enable operation and administration of the Calling environment.	R/A	C/I
Service onboarding in the contractor's system for service provision	R/A	C/I

Recurring Services	CO	CL
Remote analysis, diagnosis, and troubleshooting		
Das Cloud Collaboration Support Service Premium umfasst, sofern die technischen Voraussetzungen gemäß den Standardvorgaben des Auftragnehmers für Fernzugriff gegeben sind, folgende Leistungen: <ul style="list-style-type: none"> • The analysis and diagnosis of malfunctions and error diagnosis via remote access • Assessment of malfunctions in the current operation of the SaaS solution • The elimination of malfunctions via remote access if the fix is possible in the SaaS solution If necessary, data from the system and system components are transmitted to the contractor for analysis, evaluation or processing via the remote access software.	R/A	C/I
The contractor creates tickets with the manufacturer if troubleshooting requires the manufacturer's involvement.	R/A	C/I
Troubleshooting for Cisco Webex Calling, Cisco Webex Calling Contact Center and Microsoft Calling		
If necessary, the contractor creates tickets for the manufacturer for end devices with existing warranty, service or guarantee claims.	R/A	C/I

Troubleshooting for Cisco Webex Calling, Cisco Webex Calling Contact Center, Luware Attendant Console, Luware Recording, Luware Contact Center und Microsoft Calling		
The contractor creates tickets with the manufacturer for end devices with existing warranty, service, or guarantee claims, if necessary.	R/A	C/I
Frequent license/feature verification		
The contractor evaluates the new functions and features of the manufacturer's solution twice a year. The results of these evaluations will be discussed with the client during remote update meetings.	R/A	C/I
Software-Updates for devices		
The contractor checks regularly for the availability of software updates, focusing on bug fixes and security-related aspects. The decision as to whether security-related updates are necessary is the responsibility of the contractor. The client shall ensure that all requirements for a system update are met. The implementation of new features must be requested separately.	R/A	C/I
Periodic implementation of Security-Updates		
The contractor periodically performs security updates in consultation with the client, if necessary for the environment. This applies only to hardware included in the scope of services. The decision as to whether system updates are necessary is the responsibility of the contractor. The client must ensure that all requirements for a system update are met. The implementation of new features must be commissioned separately.	R/A	C/I

Obligation of the client to cooperate	CO	CL
During the error analysis process, the client performs the necessary tests and provides the contractor with the required log files.	C/I	R/A

Framework conditions for service		
It is the client's responsibility to ensure that the manufacturer's solution is licensed.		
The client provides the contractor with the necessary information regarding the service contracts for the hardware.		
The client specifies a technically qualified contact person.		
All planning activities that do not involve analysing and resolving malfunctions take place during normal working hours, without exception.		

Services not included
Services for replacing defective hardware
Analysis and troubleshooting of connection issues with cloud systems (e.g. antivirus software and firewalls).
Configuration changes will be charged based on the client's detailed requirements at the actual cost according to the valid rate per hour.

