



Service Level Agreement

(Service Description)

Preventive Service

Code: MS-PREV

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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.

Preventive Service

The planned, periodic "health checks" are the basis for the availability and operational reliability of the system landscape.

Initial Services	CO	CL
Actual status - assessment & creation of a system list	R/A	C/I
Define, setup and test the remote maintenance access (if necessary)	R/A	C/I
Define access options to the client locations (if necessary)	R/A	R

Recurring Services	CO	CL
Conducting system check missions		
The agreed test assignments are coordinated by the contractor in accordance with the agreed test plan. The test dates are agreed with the client and carried out remotely or, if necessary, on site. The agreed test assignments are carried out as part of a test tour. If the client wishes to travel outside of the tour, the additional costs incurred will be invoiced based on the actual effort. The condition of the systems and system components is checked in accordance with the defined test protocols (checklists). For on-site assignments, the system is also visually inspected.	R/A	C/I
Preparation of protocols, information to the client regarding any necessary measures		
A test report is created and sent to the client after completion of the maintenance work. The client is informed about the need for measures to improve the system.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Systems not installed by the contractor		
If a system was not installed by the Contractor, the Client will inform the Contractor's technician about the current system configuration and the dependency on other systems before the inspection.	C/I	R/A

Framework conditions for service
A tested system may exhibit problems with its functionality after or during the test. This may lead to data loss and similar consequences. The contractor therefore expressly advises the client that the data and systems must be backed up before the services are carried out. The contractor accepts no liability for faults, defects or failures that occur during or after the test. The client must bear any disadvantage resulting from these circumstances.
This service does not release the client from the ongoing careful handling of the systems and system components.
For on-site inspections in accordance with the inspection protocol, the agreed inspections are carried out as part of a "inspection tour". If the client wishes to travel outside of the tour, the additional costs incurred will be invoiced based on the actual expenditure.

Services not included
Materials replaced during preventive maintenance
Measures to improve or optimize the system

