



Service Level Agreement (Service Description) **Care Spare / Repair Service**

Code: MS-CSPR
Version: 3.0
Valid from 01.01.2025

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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.

Care Spare / Repair Service

This service supplements the Care Services by including repair acceptance, repair processing and the procurement of replacement components.

Initial Services	CO	CL
If necessary the contract-related data of the manufacturer contracts of the client will be registered	R/A	C/I

Recurring Services	CO	CL
Repair acceptance and repair processing		
The client must notify the contractor of the intention to exchange or report repairs in advance by means of a written notification or verbally. The notification must contain the serial number, description of the malfunctions and other data required 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. 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 necessary, the contractor will procure replacement components for the components marked with MS-CSPR in the product list during the term contractually agreed with the client. If products are defective due to improper use (vandalism, water damage, force majeure, etc.), the contractor will invoice the replacement components separately.	R/A	C/I
Shipping of replacement components to the customer including transport costs		
The client will receive a corresponding replacement component from the contractor or a supplier delivered to the system location. With the exception of the transport costs from the client to the contractor, all other transport costs are included in the scope of services.	R/A	C/I

Framework conditions for service

If it turns out during the provision of the service that the replaced system component is not defective, the Contractor reserves the right to invoice all costs associated with the provision of this service separately.

If the contractor's technicians carry out operations to repair hardware defects, the necessary replacement components will be procured during the operation.

