



Service Level Agreement (Service Description) **2nd Level Support Service**

Code: MS-2SUP
Version: 3.0
Valid from 01.01.2025

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.

2nd Level Support Service

The contractor supports the client's 1st level support with installation, troubleshooting or configuration activities.

Initial Services	CO	CL
Define contact details of the persons nominated by the client in the service management system of the contractor	R/A	C/I
Define, set up and test the remote maintenance access	R/A	C/I

Recurring Services	CO	CL
2nd Level Remote Support		
The contractor supports the client's trained 1st level personnel with their installation, troubleshooting or configuration activities by telephone, email or remote access. If the technical requirements are met, the remote analysis can be carried out directly on the client's systems and system components. If necessary, data from the system and system components are transmitted to the client for analysis, evaluation or processing.	R/A	C/I
Evaluation of log and trace data		
Upon request, the contractor will analyze the data from log or trace files that are created or recorded as part of the error isolation process. The result will be communicated to the client's 1st level support and used for further error analysis.	R/A	C/I
Provision of manufacturer documents		
At the client's request, the contractor will check whether the manufacturer has provided new or improved documents. If the documents released by the manufacturer are not subject to copyright protection and do not violate any of the partnership agreement with the contractor, they will be made available to the client.	R/A	C/I

Obligation of the client to cooperate	CO	CL
1st Level Support Tasks of the Client		
So that the contractor can provide efficient support, the client's 1st level support carries out the following activities to identify system errors in advance: Recording the contact person (user name), extensions/mobile numbers, location and the reduction in quality or malfunction. • Recording the impact of the fault or the extent of the change. How many users are affected, where else does the error occur? • Determining the services or business processes affected. • Recording the frequency of errors. How often has the error pattern (or errors) already occurred on this HW, SW, etc. or at another location? • Classifying the support message. • Recording the general conditions. Which version (HW, SW, firmware) is being used? Product status? Recording the error sequence, the error pattern, etc. • Checking for operating errors. • Checking the configuration of the product. For example, are the settings in the SW correct? • Checking for HW defects. Are there any optical or mechanical defects? • Tests to check the infrastructure. Are the necessary infrastructure components such as power, network connection, provider connection/service active, hardware connections, plugs, etc. available and correctly installed? • Check the network connection (for example, the functionality of the data network should be checked by pinging the IP address or host name). • Coordinate feedback and queries to the user or partner or carry them out yourself. • Provide reports or detailed data that the contractor needs for error analysis or to carry out the consultation.	C/I	R/A

Framework conditions for service
The client is responsible for the appropriate security measures (instructions, activating login, data backups, etc.). The necessary measures in this regard are taken before the contractor's technician begins work.

Services not included
The contractor's expenses will be invoiced to the client separately according to actual consumption at the applicable hourly rate (no service hours are included).

