



Service Level Agreement (Service Description) Configuration Service

Code: MS-CONF
Version: 3.0
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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.

Configuration Service

With this service, changes are implemented quickly and specifically via remote access.

Initial Services	CO	CL
Two ½ days workshop to define the standard changes with the client based on the CANCOM standard change catalog	R/A	C/I
Implement the contractual standard changes in the CANCOM ticket system	R/A	C/I
Define and establish the approval process for standard changes	R/A	C/I
Define, set up and test the remote maintenance access	R/A	C/I

Recurring Services	CO	CL
Carrying out an approval process for client requirements		
For standard requirements, a two-stage approval process is stored in the contractor's service management system, which enables the client to secure notifications of their standard requirements using a four-eyes principle. The requirement is only accepted and implemented by the contractor once it has been approved by an authorized person designated by the client.	R/A	C/I
Configuration changes (CONF)		
A configuration change is the adaptation of parameters to systems or system components (e.g. assigning rights, maintaining directories, adapting distribution lists).	R/A	C/I

Obligation of the client to cooperate	CO	CL
Request for service provision		
The request notification must contain all information required to provide the service (e.g. names, numbers, locations, contact persons) so that the standard change can be triggered and implemented. Include the contact person (user name), extensions/mobile numbers, location and the quality reduction or malfunction.	C/I	R/A

Framework conditions for service

If a request from the client contains several configurations (a request that affects several users, systems, etc.), the contractor will use this ticket to record several configuration changes as consumption.

Services not included

Services for implementing requirements that are not standard changes, such as configuration changes to enable a new network protocol.

Installation/deinstallation of hardware or software.

Registration, deregistration or change of registration with providers or the coordination of providers.

