



Service Level Agreement

(Service Description)

Care Remote / Onsite Service

Code: MS-CREMO
Version: 3.0
Valid from 01.01.2025

CANCOM Austria AG // Wienerbergstraße 53 // 1120 Wien // Österreich // T +43 50 822 0 // info@cancom.com

HG Wien FN 178368g // Firmensitz Wien // UID ATU46276408 // InterzeroNr. 155219

Raiffeisenlandesbank Oberösterreich // BIC: RZOOAT2L // IBAN: AT35 3400 0000 0009 7899 // Creditor-ID: AT17ZZZ00000029797

www.cancom.at

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 Remote / Onsite Service

This service provided by the contractor includes the processing of reported malfunctions. Malfunctions are rectified either remotely (via remote access) or, if necessary, on site.

Initial Services	CO	CL
Set up and test the remote maintenance access of the systems of the client	R/A	C/I
Define and set up of the SLA-relevant locations of the client	R/A	C/I
Define contact details of the persons nominated by the client in the service management system of the Contractor (if necessary per location)	R/A	C/I

Recurring Services	CO	CL
Perform analysis, diagnosis and troubleshooting remotely		
The remote service includes the following services, provided that the technical requirements according to the contractor's standard specifications for remote access are met: • The analysis of malfunctions via remote access • The diagnosis of systems and system components via remote access • The elimination of malfunctions via remote access If necessary, data from the system and system components are transmitted to the contractor for analysis, evaluation or processing via the remote access software. Malfunctions are rectified via remote access if technically possible.	R/A	C/I
Vor Ort Service (Onsite)		
The on-site service includes the work hours of the technician of the contractor for troubleshooting the system or the system components at the system location of the client. Included are expenditures for the work hours of the technician of the contractor, travel time, travel costs and meals.	R/A	C/I
Performing software updates as part of troubleshooting		
In the event of a malfunctions, the contractor checks whether the respective manufacturer has made software updates or hotfixes available to resolve the malfunctions. These software packages available from the manufacturer are implemented on the affected system in	R/A	C/I

coordination with the client and a joint check is carried out to determine whether the malfunctions has been resolved. Reproducible malfunctions that affect the client's operations and for which the manufacturer has not yet provided a solution are reported by the contractor to the manufacturer. If the manufacturer does not provide support or software updates for the currently implemented software version, malfunctions will only be rectified to the extent that this can be carried out using the options available to the contractor (e.g. workaround, installation of existing updates). The scope of services includes all software updates required to rectify the malfunctions within the same functionality while maintaining the same integration and compatibility with the existing system environment.		
Hardware replacement services for troubleshooting		
This includes services for replacing faulty hardware; replacement components are not included. If the client is responsible for the replacement components or hardware maintenance or support contracts, he will hand over the replacement components to the contractor for service provision. If the replacement components are not available when the fault is fixed, any additional costs incurred will be charged separately. If the contractor is responsible for the replacement components in the Care Spare / Repair Service, these will be procured after malfunction analysis.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Required maintenance or service contract		
If a maintenance or support contract between the client and the manufacturer is required for the provision of services, the client must conclude this with the manufacturer. The duration of the contract depends on the duration of the contract concluded with the contractor. The client provides the contractor with all the contract data required for processing (contract number, term, type, etc.) at the start of the contract and informs the contractor of any changes.	C/I	R/A
Support with license transfer		
If a license transfer to a replacement device is necessary in the course of troubleshooting, this will be carried out by the client, or the Client will grant the necessary authorizations in the respective manufacturer tools on behalf of the client on an ad hoc basis.	C/I	R/A

