



Service Level Agreement

(Service Description)

vPBX Cloud Telephone System

Code: FS-vPBX

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.

vPBX Cloud Telephone System

This service offers you a flexible communications solution from the cloud.

Initial Services	CO	CL
Installation preparations and project management for on-time switchover	R/A	C/I
Programming of the basic functions, the individual internal call numbers and the central speed-dial destinations (Prerequisite: A completely filled out data entry list must be available at least 1 week before the start of installation)	R/A	C/I
Recording of the announcement texts(Prerequisite: The texts must be available as WAV, MP3 or CD audio files at the start of the installation)	R/A	C/I
Programming of the central answering machine for the night station Installation of the terminal equipment including unpacking, setting up and testing of the standard settings (Prerequisite: building plan/installation site/pattern numbers with call numbers and names must be available at least 1 week before the start of installation)	R/A	C/I
Functional test of the telecommunication system	R/A	C/I
Data backup and documentation of the telecommunications system configuration	R/A	C/I
System handover with takeover protocol to a contact person named by the client	R/A	C/I
Briefing of your system supervisor in the extent of max. 30 minutes	R/A	C/I

Recurring Services	CO	CL
Provision of telephony solutions		
The contractor provides the client with shared cloud telephony from a data center. To do this, the contractor sends the client the relevant information (such as IP addresses, ports, etc.) as well as the respective application installation packages. The corresponding licenses for the respective functions and applications are made available centrally based on the client's requirements.	R/A	C/I

The contractor also optionally provides the client with functionalities such as DECT on an IP basis, or voice recordings, chat, mobile apps, as well as IP terminals, headsets or analog gateways for integrating analog extensions, faxes or intercoms.		
System security of the vPBX infrastructure		
The infrastructure is located in a data center in Germany, which is certified according to the internationally recognized information security standard ISO/IEC 27001. The data center complies with the standard requirements with regard to the implementation of an Information Security Management System (ISMS). The Internet connection to the vPBX infrastructure is secured by a redundantly connected firewall. The call signaling is encrypted according to the SIPS standard and the voice data transmission according to the SRTP standard.	R/A	C/I
Troubleshooting vPBX		
The telephony infrastructure malfunctions (errors or defects) reported by the client or identified by the contractor are analyzed, processed and resolved by the contractor. The contractor has set up a monitoring system for proactive alerting. In the event of software errors, the contractor checks whether the respective manufacturer has made software updates or hotfixes available that will resolve the error. These software packages available from the manufacturer are implemented in the system and then checked to see whether the error has been resolved. As part of the service module, the contractor backs up the vPBX operating systems and, in the event of an error, will restore the operating system data that may contain data that is up to one calendar day old. In the event of malfunctions, faulty system files or application files are restored in system directories. If restoration is not possible because a block is present due to the running application or application services, the client is informed. If a server restart is necessary in the event of a malfunctions, this will be done without prior agreement. If it is not possible to rectify errors and malfunctions immediately, the contractor will endeavor to minimize the effects of the malfunctions using a workaround. The rectification of malfunctions in end devices, IP-DECT or other hardware at the client's site is not included, but can be carried out at the expense of the effort involved and for a separate invoice.	R/A	C/I
Patches, Hotfixes und Security-Updates		
The contractor carries out patch management for the infrastructure. This includes the installation of security updates and required critical updates on the virtual server systems according to the contractor's standard specifications. In order to optimize the availability and security of the voice platform, planned maintenance work can take place up to 4 times a year. This maintenance work includes software updates for the hardware components, the vPBX platform and the self-care portal. The maintenance work takes	R/A	C/I

place between 8 p.m. and midnight. The contractor informs the client of the planned maintenance work in writing at least four weeks in advance. Procedure for emergency maintenance measures (unplanned maintenance windows): The contractor understands unplanned maintenance windows to be interruptions in service times caused by emergency maintenance measures. These measures are necessary to avoid unforeseeable failures of services or service components. The emergency maintenance measures are communicated to the client and carried out independently of the defined maintenance windows.		
Repair of end devices and analog gateways		
The client must notify the repair in advance by means of a written notification or verbally at the contractor's repair acceptance point. The notification must contain the serial number, error description and other data necessary 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 or made available for collection. 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 for transport. If a hardware maintenance or support contract exists between the client and the manufacturer for the repair processing, the contractor will handle the repair processing with the manufacturer on behalf of the client in accordance with the manufacturer's contractual terms. The client provides the contractor with all the contract data necessary for processing (contract number, term, type, etc.) at the start of the contract and informs the contractor of any changes. Procurement of replacement components If necessary, the contractor will procure replacement components for the components included in the scope of service during the term contractually agreed with the client. If products are defective due to improper use (vandalism, water damage, force majeure, etc.), the replacement components will be charged separately by the contractor. Shipping of the replacement components to the client including transport costs The client receives a corresponding spare part or replacement device from the contractor or a supplier. In the case of delivery to a system location of the client, the client provides the delivery address when reporting the repair. With the exception of the transport costs from the client to the contractor, all other transport costs are included in the scope of services. Pre-exchange of replacement components The client receives replacement components at the system location before the defective components are returned. After receiving the replacement components, the client must deliver or deliver the defective system component to the contractor's repair acceptance point in suitable packaging for transport within 5 working days at his own expense and risk. If the defective system component is not returned to the contractor's repair acceptance point by the client on time, the contractor is entitled to charge the list price of the system component sent in advance.	R/A	C/I

If the client requires on-site service, this expense will be charged separately at the applicable hourly rate.		
Exchange and repair of end devices and analog gateways on site service		
The client must announce the intention to exchange or report a repair in advance by means of a written notification or verbally to the contractor's repair acceptance point. The notification must include the serial number, description of the malfunctions and other data necessary 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 or made available for collection. The client can send the defective material to the contractor's repair acceptance point in the Vienna office at his own expense. The contractor's repair acceptance point only accepts material that is packaged for transport. If a hardware maintenance or support contract exists between the client and the manufacturer for the repair processing, the contractor will handle the repair processing with the manufacturer for the client in accordance with the manufacturer's contractual terms. The client provides the contractor with all the contract data necessary for processing (contract number, term, type, etc.) at the start of the contract and informs the contractor of any changes. Procurement of replacement components If necessary, the contractor will procure replacement components for the components included in the scope of service during the term contractually agreed with the client. If products are defective due to improper use (vandalism, water damage, force majeure, etc.), the replacement components will be charged separately by the contractor. Shipping of the replacement components to the client including transport costs The client receives a corresponding spare part or replacement device from the contractor or a supplier. In the case of delivery to a system location of the client, the client provides the delivery address when reporting the repair. With the exception of the transport costs from the client to the contractor, all other transport costs are included in the scope of services. If the contractor's technicians carry out operations to repair hardware defects, the necessary replacement components are procured during the operation. If the defective system component is not returned by the client to the contractor's repair acceptance point on time, the contractor is entitled to charge the list price of the system component sent in advance. Pre-exchange of replacement components The client receives replacement components delivered to the system location before the defective components are returned. After receiving the replacement components, the client must return the defective system component to the contractor within 5 working days at his own expense and risk. On-site service The on-site service includes the deployment of a contractor technician to resolve faults in the system or system components at the system location. This includes expenses for the technician's working time, travel time, travel costs and allowances.	R/A	C/I

Framework conditions for service
The client has an appropriate internet connection to use the service. The internet connection and the internet connection are not part of this service and are the responsibility of the client. The client has an appropriate SIP trunk connection to use the service. The SIP connection is not part of this service and, unless optionally purchased by the contractor, is the responsibility of the client.
The infrastructure used on the client side (network - quality of service, firewall) as well as the client hardware used are always the responsibility of the client and must be prepared by the client based on the requirements of the telephony service.
Should the client require support from the contractor with the respective infrastructure or analysis of error messages as well as the implementation of necessary measures, this will be done according to the effort involved, which will be charged separately at the applicable hourly rate.
The client is responsible for the compatibility of the individual applications or clients (softphone, switchboard, smartphone application) on the user equipment used by the client. The contractor informs the client proactively about version changes. In order to ensure the full functionality of the service, the client must have the same version installed as described in the version change.
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.

Services not included
Configuration work on the client's firewall for the connection
Configuration work on the client's LAN for the connection
Configuration work on the client's WLAN for the connection
Dedicated data lines (WAN connections) from and to the client
Setting up new functionalities (features)
Preparation of security reports
Reports with security-relevant information from the logs
Evaluation of the network environment and analysis of application performance (end-to-end monitoring)
The client hardware used by the client (PC, laptop and cell phone/smartphone) and the respective client installations
Client-side work (maintenance, firmware updates, configurations...)
Restoration of system data or individual files

The client's SIP connection and its configuration
Cabling work for power and network for hardware provided by the contractor
Replacement and repair of end devices and analog gateways

