CANCOM

Service Level Agreement

(Service Description)

CANCOM Assistant local

Code: CAL
Version: 3.0
Valid from 01.11.2025

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.

CANCOM Assistant local

CANCOM Assistant local is a turnkey platform for the local use of large language models (LLMs) in companies.

The solution combines powerful GPU hardware, optimized software for LLM inference, and comprehensive services - fully operable within your own IT-infrastructure, without any cloud dependency.

Initial Services	CO	CL
Provision of hardware based on the selected packages	R/A	C/I
Provision/configuration of hardware in the client's environment	R/A	C/I
Basic installation of CANCOM Assistant local on hardware provided by the client	R/A	C/I
Performing the basic configuration of CANCOM Assistant local	R/A	C/I
Setting up authentication for the CANCOM Assistant local service	R/A	C/I
Performing individual adjustments/extensions according to the offer	R/A	C/I
Defining, setting up, and testing remote maintenance access	R/A	C/I
Commissioning CANCOM Assistant local together with the client	R/A	C/I
Training for administrators, handover of documentation	R/A	C/I

Recurring Services	CO	CL
Provision of CANCOM Assistant local usage rights		
The contractor grants the client non-exclusive, non-transferable rights to use the "CANCOM Assistant local" service for the entire duration of the service. The service includes the provision of a ready-to-use local AI assistance platform (on-premises) on dedicated GPU servers and its ongoing operation. This includes, in particular, patches, hotfixes, and security updates, as well as support available during defined service hours. All processing takes place within the client's infrastructure; no data is transferred to third parties without express authorization.	R/A	C/I
Performing analysis, diagnosis, and troubleshooting remotely		

Provided that the technical requirements for remote access specified in the contractor's standard specifications are met, the remote service includes the following services:
  • Remote analysis of malfunctions
  • Remote diagnosis of systems and system components
  • Remote troubleshooting
Where necessary, data from the system and system components is transmitted to the contractor via the remote access software for analysis, evaluation, or processing. Faults are rectified via remote access where technically possible.
	R/A	C/I

Performing software updates as part of troubleshooting

In the event of malfunctions, the contractor shall check whether the respective manufacturer of the third-party software used on the CANCOM Assistent local has provided software updates or hotfixes that remedy the malfunction. Reproducible malfunctions that impair the client's operations and for which the manufacturer has not yet provided solutions shall be reported by the contractor to the manufacturer. If the manufacturer does not provide support or software updates for the currently implemented software version, troubleshooting will only be carried out to the extent that this is feasible with the options available to the contractor (e.g., workaround, installation of existing updates).	R/A	C/I

Manage maintenance windows

Maintenance windows are agreed in advance for the service provided by the contractor to the client. Maintenance windows do not necessarily have to be used. The defined maintenance windows are managed by the contractor, set up in the systems, and published to the persons concerned. A maintenance window can be used for several maintenance tasks. The maintenance tasks are ranked by the contractor according to the dependencies and risks within a maintenance window and provided with appropriate reserve times. The client must ensure that all prerequisites for a maintenance task are met during the agreed maintenance window.	R/A	C/I

Regular implementation of patches, hotfixes, and security updates

The contractor shall regularly perform system updates, e.g., security critical patches and hotfixes, in consultation with the client, if necessary for the environment. The decision as to whether system updates are necessary shall be made by the contractor. The client shall ensure that all requirements for a system update are met. The implementation of new features must be commissioned separately.	R/A	C/I

Obligation of the client to cooperate	CO	CL
1st Level Support Tasks of the Client		
To enable the contractor to provide efficient support, the client's first-level support team carries out the following activities in advance to identify system errors:	C/I	R/A

• Recording the contact person (user name), extension/mobile numbers, location, and quality reduction or malfunction. • Recording the impact of the malfunction or the scope of the change. How many users are affected, where else does the error occur? • Identification of the affected services or business processes. • Recording of the error frequency. How often has the error pattern (or error) already occurred on this hardware, software, etc. or at another location? • Classification of the support message. • Check for operating errors. • Check for hardware defects. Are there any visual 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 working correctly? • Check the network connection (for example, check the function of the data network with a ping to the IP address or host name). • Coordinate or carry out feedback and queries to the user or partner yourself. • Provide reports or detailed data that the contractor needs for error analysis or to carry out the consultation.		

Framework conditions for service

The functions and restrictions of the currently used version of the CANCOM Assistant local software apply. Details can be found at the following LINK.

Regular necessary maintenance work on the infrastructure may lead to minor outages. The client will be proactively informed about quarterly maintenance windows of approximately 8 hours during which the service will be unavailable or only available to a very limited extent.

The provision of remote maintenance access for the entire term of the contract.

The system requirements for the provision of services by the contractor, such as FW/ports, software/agents, access, monitoring, etc., are defined together with the client prior to service onboarding and made available to the client.

CANCOM Assistent local requires Internet access to ensure the provision of patches, hotfixes, and security updates.

Together with the client, users of the contractor who require administrator access to the provided CANCOM Assistant local are defined and documented. The contractor shall inform the client of any changes to users who require administrator access during the term of the contract.

Services not included

Configuration work on the client firewall for the connection

Change requests are billed based on the client's detailed requirements at the actual hourly rate.

Expenses for support assistance provided by the contractor for the restoration of modified or deleted data shall be invoiced separately at the applicable hourly rate based on actual expenditure.

Dedicated data lines (WAN connections) from and to the client
Setting up new functionalities
Preparation of security reports
Reports containing security-related information from the logs
Evaluation of the network environment and analysis of application performance (end-to-end monitoring)
Client-side work (maintenance, firmware updates, configurations, etc.)
Connection to EntraID/local AD