



Service Level Agreement

(Service Description)

Cloud Collaboration Support Premium

Code: CCSP

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.

Cloud Collaboration Support Service Premium

The Cloud Collaboration Support Service assists customers in operating and using cloud collaboration solutions. The service is provided independently of physical infrastructure and includes the following services.

Initial Services	CO	CL
The contractor set up an administrative user account for Microsoft Calling and make it available to the client. This account will be preconfigured and equipped with the necessary administrative rights to enable operation and administration of the Calling environment.	R/A	C/I
Service onboarding in the contractor's system for service provision	R/A	C/I

Recurring Services	CO	CL
Remote analysis, diagnosis, and troubleshooting		
<p>Provided the technical requirements for remote access, as specified by the contractor, are met, the Premium Cloud Collaboration Support Service includes the following:</p> <ul style="list-style-type: none"> • The analysis and diagnosis of malfunctions and error diagnosis via remote access • Assessment of malfunctions in the current operation of the SaaS solution • The elimination of malfunctions via remote access if the fix is possible in the SaaS solution <p>If necessary, data from the system and system components are transmitted to the contractor for analysis, evaluation or processing via the remote access software.</p>	R/A	C/I
The contractor creates tickets with the manufacturer if troubleshooting requires the manufacturer's involvement.	R/A	C/I
Tracking the manufacturer's ticket and documenting the processing progress, taking into account the specified deadlines.	R/A	C/I
Troubleshooting for Cisco Webex Calling, Cisco Webex Calling Contact Center and Microsoft Calling		
The contractor creates tickets with the manufacturer for end devices with existing warranty, service, or guarantee claims, if necessary.	R/A	C/I

Troubleshooting for Cisco Webex Calling, Cisco Webex Calling Contact Center, Luware Attendant Console, Luware Recording, Luware Contact Center und Microsoft Calling		
The contractor provides remote support to the client (if technically possible) for the implementation of software patches as part of troubleshooting.	R/A	C/I
Frequent license/feature verification		
The contractor evaluates the new functions and features of the manufacturer's solution twice a year. The results of these evaluations will be discussed with the client during remote update meetings.	R/A	C/I
The contractor is responsible for the bi-annual planning and administration of the relevant licences for the manufacturer's solution. This involves checking whether the existing licences meet the current capacity requirements. Any necessary adjustments will then be agreed upon with the client.	R/A	C/I
Software-Updates for devices		
The contractor checks regularly for the availability of software updates, focusing on bug fixes and security-related aspects. Software updates are then planned and implemented following technical evaluation and consultation with the client. The decision as to whether security-related updates are necessary is the responsibility of the contractor. The client shall ensure that all requirements for a system update are met. The implementation of new features must be requested separately.	R/A	C/I
Periodic feature/policy review for Microsoft Teams Rooms		
The contractor shall regularly evaluate new video conferencing functions in consultation with the client. In the course of this, a remote check of the Microsoft Teams Rooms devices will also be carried out with regard to system status and usage. The contractor then presents the evaluated functions in a remote meeting and agrees on the next steps with the client. The implementation of new functions must be commissioned separately.	R/A	C/I
The contractor regularly evaluates new video conferencing guidelines in consultation with the client. This is followed by a remote presentation of the video conferencing guidelines and coordination with the client on how to proceed. The costs for any necessary adjustments must be commissioned separately.	R/A	C/I
Periodic policy review for Microsoft Calling		
The contractor conducts a regular assessment of new Microsoft Teams guidelines in connection with telephony functions in consultation with the client. The contractor will then present the relevant guidelines in a remote meeting and agree on the next steps with the client. The costs for any necessary adjustments must be commissioned separately.	R/A	C/I

Periodic implementation of Security-Updates		
The contractor periodically performs security updates in consultation with the client, if necessary for the environment. This applies only to hardware included in the scope of services. The decision as to whether system updates are necessary is the responsibility of the contractor. The client must 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
During the error analysis process, the client performs the necessary tests and provides the contractor with the required log files.	C/I	R/A

Framework conditions for service
It is the client's responsibility to ensure that the manufacturer's solution is licensed.
The client provides the contractor with the necessary information regarding the service contracts for the hardware.
The client specifies a technically qualified contact person.
All planning activities that do not involve analysing and resolving malfunctions take place during normal working hours, without exception.

Services not included
Services for replacing defective hardware
Analysis and troubleshooting of connection issues with cloud systems (e.g. antivirus software and firewalls).
Configuration changes will be charged based on the client's detailed requirements at the actual cost according to the valid rate per hour.

