

Appendix A – Contract Contents

Classification: C0-PUBLIC

1 General Services

The contractual partner is Axians.

General Services

		ESSENTIAL			SILVER			GOLD			PLATINUM		
		A	B	C	A	B	C	A	B	C	A	B	C
message per/period													
Response time & startup fault analysis	Email	NBD**			NBD**			NBD**			SD**		
	Phone	NBD**			1 h			20 min				20 min	
On-site intervention time	Phone				NBD**			4 h				4 h	
Billing													
_Service Requests		upon re-quest			upon request			upon request			upon request		
_Incident and Problems			upon request plus additional fee										
_Change													
_RMA-Handling													
Option					PLUS			PLUS			PLUS		
Billing													
_Service Requests					included	upon request		included	upon request		included		
_Incident and Problems													
_RMA-Handling													

* Service Requests, Problems and non-Critical Incidents are generally processed only during Period A.

** NBD means Next Business Day and SD means Same Day (same business day if requested before 4pm) during period A.

FREE	Price on request payable annually in advance	Price on request payable annually in advance	Price on request payable annually in advance
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2 Part Services

2.1 Axians Part Services

The contractual partner is Axians. See additions and restrictions to the Part Services (Appendix C).

2.2 Manufacturer Part Services

The contractual partner is the manufacturer of the hardware or software or the provider of a service (subscription). The terms and conditions of this third party apply.