

Appendix B – Definitions

Classification: C0-PUBLIC

Term	Description
Manufacturer	This refers to the supplier or manufacturer of hardware and software, services or subscriptions. Axians brokers contracts for this manufacturer. The contractual partner for Manufacturer Part Services is the manufacturer. The contractual partner for Axians Part Services is Axians.
Hardware Firmware	Hardware is a physical product that becomes the property of the purchaser upon acquisition. Copyrights, patent rights, etc. remain the property of the manufacturer. Hardware usually also includes integrated software, which is referred to as firmware and is inseparable from the hardware.
Hardware Maintenance	Hardware maintenance is a time-limited service provided by Axians or the manufacturer. Hardware maintenance includes, for example, the replacement of defective hardware or the provision of new firmware versions.
Software	Software is a non-physical product that does not become the property of the purchaser upon acquisition. With a software licence, the purchaser merely acquires a limited right of use. This does not entitle them to new versions, known as software updates.
Software Maintenance	Software maintenance is a time-limited service provided by Axians or the manufacturer. Software maintenance includes, in particular, the provision of new software versions to fix errors.
Subscriptions	A subscription is a subscription that includes a time-limited service for the use of various non-physical products. These include, for example, software as a service, an online service, access to content such as anti-spam information, anti-virus files or similar.
Return Material Authorisation	Return Material Authorisation (RMA) is a confirmation from the manufacturer that the hardware is clearly classified as defective and can be replaced.
RMA handling	RMA handling covers the costs incurred directly by hardware replacement and performed by Axians.
NBD Next Business Day	Used in support services to indicate the response time and intervention time, which takes place no later than the next working day.
SD Same Day	Used for support services to indicate the response time and intervention time, which takes place on the same day provided that the request is received by Axians before 4 p.m.
Response time	The starting point is an incident. The response time is the period between the receipt of a fault report and the start of fault analysis by a qualified support engineer. Where possible, the fault is rectified by telephone or remotely.
On-site intervention time	The on-site intervention time is the period between the intervention decision during the fault analysis and the start of fault rectification via on-site support.
Phone support	This service includes support via telephone.
Email support	This service includes support via email or via a ticketing tool.
Remote support	This service includes support via remote access over the Internet.
On-site support	This service includes on-site support and applies to the geographical area of Switzerland and Liechtenstein.

Term	Description
Inventory Inventory item	The inventory includes all of the customer's inventory items with details of item descriptions, serial numbers, part service, etc. The inventory is available online. An inventory item can be hardware, software or a subscription.
Term	The term refers to the period of validity of a part service or general service.
Part Services	Part services include manufacturer- and product-specific support and maintenance services for hardware and software as well as subscriptions provided by Axians (known as Axians Part Services) or the manufacturer (known as Manufacturer Part Services).
General Services	<p>General Services are general support services offered by Axians in addition to the respective Part Services as part of a support and maintenance contract.</p> <p>General Services include on-call service, fault analysis and troubleshooting via telephone and email, remote support and on-site support (see definition).</p> <p>General Services are offered at various support levels, which define the response and intervention times as well as the remuneration for the support services. (see Appendix A.)</p> <p>General Services only apply to hardware, software and subscriptions that also have a valid Part Service.</p>
Public holidays	New Year's Day, 1 January, Berchtold's Day, 2 January Good Friday, Easter Monday, Ascension Day, Whit Monday, Swiss National Day, 1 August, Christmas Day, 25 December, St. Stephen's Day, 26 December
Period A	Period A covers the period from Monday to Friday, 8 a.m. to 6 p.m. Public holidays are excluded.
Period B	Period B covers the period from Monday to Friday, 6 p.m. to 8 a.m., excluding public holidays.
Period C	Period C covers Saturdays, Sundays and public holidays.
Service Request	Service requests include all enquiries that cannot be directly assigned to an incident, problem or change. However, this is subject to the condition that the enquiry is specific to an inventory item. Following analysis, a service request can be changed to an incident, problem or change.
Incident	An incident is defined as an unplanned interruption or reduction in the quality of an IT service (a service interruption). An incident is considered resolved when the service is restored. An incident is assigned a priority (critical, high, medium and low). An incident is given the priority Critical if an entire system is immediately affected or could be affected in the near future, i.e. within the next 72 hours. The prerequisite is that the customer can no longer perform their tasks at all or can only do so to a significantly limited extent. Such requests must always be reported by the Axians customer via telephone . The situation must be described in detail so that the incident can be classified as Critical.
Problem	<p>A problem is understood to be the underlying cause of one or more incidents. Problem management works closely with incident management, although their tasks are different.</p> <ul style="list-style-type: none"> • Incident management is about restoring services as quickly as possible, often through the application of temporary solutions. • Problem management has the task of analysing the causes and preventing an incident from occurring in the future. <p>A problem is assigned a priority, similar to an incident.</p>
Change	A change includes all requests that require a minimal change to the system. A change is billed independently of the general service on a time and material basis. Major changes or changes of a project nature are not covered by this contract.