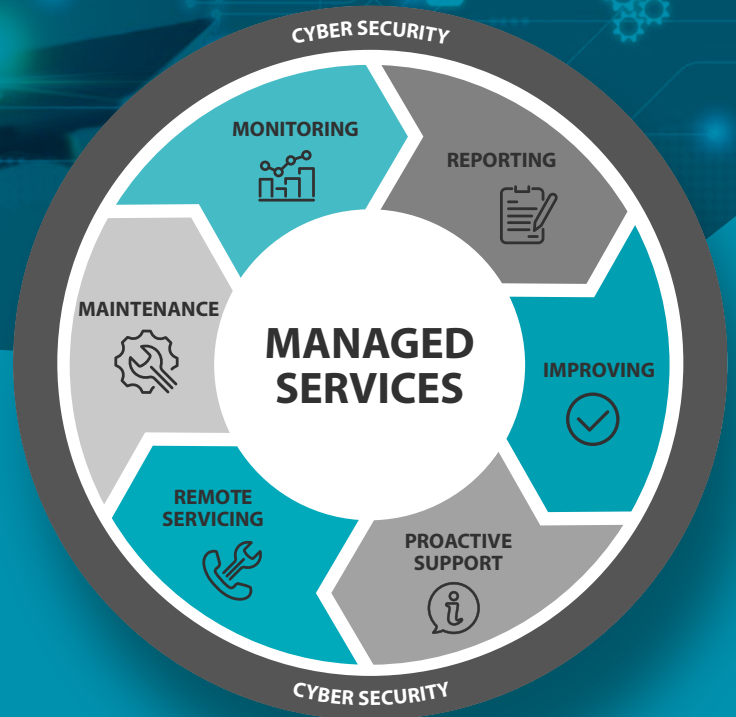


SERVICE LEVELS FOR MANAGED SERVICES



The services that Datwyler provides for your IT infrastructure meet the highest quality standards.

We support you in optimizing your resources and being able to concentrate on your core competencies by ensuring that your IT systems are always up to date and protected against cyber attacks.

Scope of services:	Service Basic	Service Premium	Service Premium+
Maintenance of the network infrastructure			
Maintenance work at fixed agreed times/year	6x	12x	12x
Maintenance work during office hours, Mon – Fri, 08:00 a.m. – 05:00 p.m.	x	x	x
Maintenance work outside office hours Mon – Fri, 05:00 p.m. – 10:00 p.m.		x	x
Maintenance work at weekends (Sat/Sun)			x
Detailed maintenance report	x	x	x
Support and response time			
Support Hotline 5 x 9 hrs (office hours, Mon – Fri, 08:00 a.m. – 05:00 p.m.)	x	x	x
Customer Portal Ticketing System 7 x 24 hrs	x	x	x
Guaranteed response until the next business day (NBD)*	x	x	x
Guaranteed response within 4 hrs*		x	x
Guaranteed response within 1 h*			x
Extended warranty service			
Guaranteed availability of spare parts and components*	x	x	2 h
Repair and maintenance costs			
Free support (incl. free on-site support)			x
Monitoring			
Monitoring of the components agreed in the service and proactive response within the agreed response time	x	x	x
Prices			
Fixed commissioning costs	x	x	x
Monthly flat rate	x	x	x

* Office opening hours 08:00 a.m. – 05:00 p.m.