

NEOX Support Level

FOR PACKETLION, PACKETTIGER & PACKETRAVEN



1) SILVER, GOLD AND PLATINUM SUPPORT: INCLUDED SERVICES

SUPPORT SERVICE	SILVER SUPPORT	GOLD SUPPORT	PLATINUM SUPPORT
Technical support via ticket system, e-mail and telephone ¹⁾	✓	✓	✓
Quarterly software updates ²⁾	✓	✓	✓
Bring-in guarantee for hardware defects ³⁾	✓	✓	✓
Advanced replacement for hardware defects ⁴⁾	✗	✓	✓
24x7 Tech Support ⁵⁾	✗	✗	✓
On-site replacement service ⁶⁾	✗	✗	✓

¹⁾ Support requests can be made 24x7 in German and English via our ticket system by e-mail to support@neox-networks.com or by telephone Monday to Friday between 09:00 and 17:00 (local time), except on German public holidays, on +49 6103 37 666 80.

²⁾ Only for PacketLion and PacketTiger

³⁾ Repair or replacement of the product in the event of a failure as soon as possible after sending in the unit.

⁴⁾ Advance replacement of the unit in the event of a failure on the next working day, taking into account national holidays and holidays in the customer's region. If the failure is reported and a hardware defect is detected by 13:00, we will generally send a replacement unit on the same working day (otherwise on the next working day), which is usually delivered on the next working day in large parts of Europe by our shipping service provider DHL Express. NEOX NETWORKS GmbH has no influence on the time of delivery once the shipment has been handed over to the service provider.

⁵⁾ For the best possible service and an immediate reaction, the incident must be reported by telephone!

⁶⁾ On-site replacement of the device in the event of a failure within 24 hours (also on Sundays and German public holidays) by a trained employee of NEOX NETWORKS GmbH. This service is limited to the D-A-CH region, France and the Benelux countries. The customer must ensure access to the device to be exchanged and make all necessary preparations in advance! Delays in accessing the device will suspend the SLA for the duration of the delay.

2) SERVICE LEVEL AGREEMENT FOR TECHNICAL SILVER & GOLD SUPPORT

Response Time	8 x 5 x 4 (4 hours, Mon - Fri, 09:00 to 17:00, CET/CEST)
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The first component of the response time means that the business hours are 8 hours, from 09:00 to 17:00.

The second component means that the business hours are 5 days per week, from Monday to Friday (except on German public holidays). The third component is the response time of 4 hours.

The response time starts when we receive your support request during business hours. If we receive your support request outside business hours, the response time begins at the start of business hours on the next working day.

If your support request reaches us on a Monday at 10:00, for example, we must respond by 14:00 on the same working day at the latest. If your support request reaches us, for example, on a Tuesday at 02:00, we must respond no later than 13:00 on the same working day (because the response time in this case begins at the start of business hours at 09:00, CET/CEST).

Ideally, our trained support staff will already provide a solution to your problem during the response time. However, a response can also mean a simple feedback from our support team.

3) SERVICE LEVEL AGREEMENT FOR TECHNICAL PLATINUM SUPPORT

Response Time	24 x 7 x immediately (Monday - Sunday)
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The first component of the response time means that the business hours are 24 hours.

The second component means that the business hours are 7 days a week, from Monday to Sunday (including German public holidays). The third component is the response time, which in this case is immediate.

The response time begins with reporting the incident by telephone (24x7).

Ideally, our trained support staff will already provide a solution to your problem during the response time. However, a response can also mean a simple feedback from our support team.