



## amitego Support Levels

	Standard Support	Extended Support
<b>Support Times</b>	8am - 5pm (Working Days)	24 Hours / 7 Days
<b>Response Time</b>	P1 (Critical) - 4 hours P2 (Urgent) - 8 hours P3 (Low) - Next Day	P1 (Critical) - 2 hours P2 (Urgent) - 4 hours P3 (Low) - Next Day
<b>Number of Calls</b>	Unlimited	Unlimited
<b>Online Support &amp; Status Requests</b>	Yes	Yes
<b>Software Updates, Patches, Bugfixes &amp; New Versions</b>	Included and available via download	Included and available via download
<b>Support Channels</b>	Support Hotline Web Access Email	Dedicated Phone Line Support Hotline Web Access Email

Within the provisions of the general support contract, the uptime and connection to the customer's system is NOT covered under the standard or extended service contract - this can be covered by a dedicated service level agreement.

Support activities carried out directly on the system can be integrated into the extended maintenance contract as part of an hourly budget. Hours from this budget are spent and documented in consultation with and with approval of the person responsible for the system on the customer side. Hours not used can be carried over to a subsequent contract. In essence, this means that work on the system itself is carried out exclusively with the approval of the customer's operations team, and no actions are performed by amitego without having received explicit approvals from the customer.

If tokens or smart cards are to be used, these must be provided by the customer. If the support level for a system is downgraded from the extended to the standard level, such items are returned to the customer and all data, such as IDs or passwords, will be deleted.

