SERVICE SPECIFICATION NTS SERVICE PORTFOLIO

TABLE OF CONTENT

NTS SUPPORT CONTRACT –
GENERAL TERMS AND CONDITIONS

1. CONTENT OF THE SERVICES

NTS provides the maintenance of the components listed in the "Maintenance confirmation" under the provisions of the respectively given maintenance level within the given maintenance period.
The work will be carried out on behalf of NTS exclusively by suitably qualified personnel who are familiar with the components.

Every NTS maintenance level is made up of individual service components (features). Subsequent to the maintenance conditions, you will find an overview of the features per maintenance level, as well as the details of the feature services.

Components that have been taken over by NTS for servicing are generally subject to additional conditions by the manufacturer that grant user rights for the technology. NTS highlights these conditions in the offer and the customer accepts these conditions when the sales or the service contract is concluded.

The conditions of the manufacturers stipulate that the user rights will be withdrawn by the manufacturer in case of infringements. In that case, the service obligation from NTS will expire as well. This especially applies in cases when hardware is disassembled, reverse engineered or decompiled by the customer or by third parties without explicit consent from the manufacturer or in case that hardware is altered in a way that is not intended by the manufacturer.

2. TERM OF SERVICE

If nothing else has been agreed, the maintenance confirmation applies for one year and is automatically extended for a further year, provided it was not cancelled in writing at least one month prior to it expiring.
Unless otherwise agreed, the term of the maintenance agreement starts on the first day of the month following the delivery of the goods.
The commencement and expiration of the contract are defined in writing in the "Maintenance confirmation".

3. CONTACT

The NTS Operations Center (OC) is available 24 hours a day, 7 days a week, under the following telephone numbers:

Location	Telephone number
Austria	+43 810 820 455

Italy	+39 0471 097 709
Germany	+49 7541 4028 340
International	+43 316 405 455 20

If these numbers are not available for technical reasons, please phone the following number:

In case of non-availability: +43 664 88499599

This contact information may change as necessary and will be communicated by NTS in advance.

You can also contact us by email under support@nts.eu, 24 hours a day, 7 days a week.
Please note that the transmission of emails can be delayed due to circumstances beyond the control of NTS. Critical enquiries must therefore be made by telephone.
Further information as well as additional phone numbers outside of Austria can be found on the homepage:
https://www.nts.eu/support/

3.1. IMPORTANT INFORMATION WHEN CONTACTING US

To guarantee a speedy and trouble-free processing of maintenance issues, please have the following information ready when reporting a fault:

Administrative details:
- NTS Number of Maintenance Confirmation
- Serial numbers of the affected devices, provided that the affected device comes with a serial number
- Name, e-mail and current telephone number of the contact

Incident / enquiry:
- A description of the request in as much detail as possible
- In case of a fault, how long has it been occurring for
- Which are the latest modifications made to the network/configuration
- Possibility of remote access via VPN or remote screen transmission

4. OPERATING HOURS

We understand operating hours to be the time in which we provide services as part of the maintenance contract

4.1. NORMAL WORKING HOURS

Our normal working hours are Monday – Friday 9am – 5pm (CET/CEST), except Austrian public holidays, and 24th & 31st December.

4.2. SERVICE PROVIDED OUTSIDE OF THE AGREED OPERATING TIME RESP. WITHOUT MAINTENANCE CONFIRMATION

A service outside of the agreed operating time resp. without a valid maintenance confirmation is principally possible. For such maintenance work the call-out flat rate as per NTS hourly rates and the remuneration for the required working time will be invoiced. Priority for such services will be given to the customer later on with valid maintenance confirmations.

4.3. RESPONSE TIME

The "response time" is understood to be the maximum time between the arrival of a service-related enquiry at NTS pertaining to the system covered by the maintenance agreement and the commencement of work by a qualified NTS employee.
The reaction time is calculated exclusively in the operating time defined within the maintenance confirmation. For calls outside operating hours, the calculation of the response time starts at the same time as the beginning of the operating hours.

5. MAINTENANCE REGULATIONS

5.1. MAINTENANCE CAMPAIGN

For the end customer to operate the supplied hardware and software, an acceptance of the licensing agreement (EULA, End User License, etc.) is generally required. The usage of this licensed software (e.g. for firmware, operating systems, like Cisco iOS for instance) is subject to the EULAs of the manufacturers, whose terms and conditions are explicitly accepted either with the installation, the activation or the usage.

The action of licensing is a direct agreement with the selected manufacturer. Depending on the product group, licensing may also be subject to a fee (e.g. DNA Subscription, Cisco Meraki). In many cases, the utilized license determines the scope of services and the usage possibilities of the technology as well. It is very often considered an infringement against the usage rights if hardware or software are for instance disassembled or decompiled. In the event of a breach of the terms of use, we, as a certified partner ("approved source"), are unfortunately no longer authorized to provide you with maintenance services.

Furthermore, the availability of software updates is linked to the existence of active license agreements or maintenance agreements. In this instance a basic requirement will be the complete compliance with the licensing law as well. In addition to that, we recommend keeping the software up to date ("major and minor software releases"). Only when a valid support agreement is in existence, it will be permitted to download these updates such as OS, firmware, or software updates as well as to install these on devices. Apart from a few exceptions, these updates are published by the manufacturers at regular intervals.

"A la carte or enterprise agreement options" ensure that the software releases that will be installed are unobjectionable under licensing law. The installation of a software release on a type of device for which a support contract is compulsory, but has not been concluded, may in fact constitute as an infringement of the EULAs from the manufacturer. Therefore, we would like to indicate to you that some manufacturers embed "software audit" clauses to monitor compliance with the EULAs. The manufacturer may charge you additional fees if any violations are discovered during these audits.

5.2. CRITICAL AND NON-CRITICAL ENQUIRIES

A "critical enquiry" is understood to be the breakdown of a service maintained by NTS that endangers or impairs the business process of the customer. When reporting the enquiry to the NTS OC it has to be defined as "high" impact.
To guarantee the response time for critical enquiries, they must be reported by telephone to the NTS OC.

A "non-critical" enquiry is understood to be a malfunction or impairment of a service that does not have a significant negative effect on the business process of the customer. When reporting the enquiry to the NTS OC it has to be defined as "low" or "medium" impact.

5.3. HARDWARE REPLACEMENT WITHIN THE SPECIFIED PERIOD

An exchange within the specified period for the agreed service level is the punctual arrival of the replacement device on site. Any work required to commission the replacement device does not count towards the calculation of the replacement time.

5.4. RETURNING DEFECTIVE DEVICES

The customer undertakes to send back the defective device/part within 10 days using the accompanying returns note. If a defective device/part is not returned, the customer will be invoiced the current manufacturer's list price for the replacement device/part, and its ownership will therefore be transferred to the customer.

5.5. CONFIGURATION OF A REPLACEMENT DEVICE

Whenever possible, NTS archives the configuration of every device after its installation is complete. When hardware is replaced, the configuration last archived is installed by NTS.
If NTS does not carry out the archiving of the configuration under the terms of the agreed service level, it is necessary that every change of configuration is either reported to **support@nts.eu** for archiving or that you perform regular configuration backups yourself on site.

5.6. TEMPORARY HARDWARE REPLACEMENT

Defective components will be replaced by identical components that are either new or as good as new. NTS reserves the right to use, for the purpose of a speedier fault repair, temporary replacement components (also from a different model series but with the same functionality) which will be exchanged for the permanent replacement components at a later date.

5.7. REDUNDANCY

We reserve the right to fix the faulty subsystem on the next working day in the instance that the data center components are designed with multiple redundancy (several ESX hosts for instance) and that there is only a failure of one subsystem without service limitations.
This happens in agreement with the customer as the evaluation of the redundancy and the switchovers cannot be done by the supplier alone.

5.8. INITIAL STOCKING OF SERVICE WAREHOUSES

Delays in delivering replacement appliances may occur within the first 30 days after a maintenance has been activated, due to the necessary initial stocking of a service storage. The reaction times for hardware replacement stated in the service level shall not yet apply during this phase.

5.9. CHANGE OF INSTALLATION SITE

In as far as NTS does not carry out the change of the installation location within the scope of the agreed extent of services, it is necessary that any change of an installation location (address, building, floor, distributor) is reported to support@nts.eu. Failure to comply means that replacement times cannot be guaranteed.

5.10. SOFTWARE UPDATES

Should you be entitled to software updates / -upgrades within the scope of the maintenance level, you will receive these by the NTS Operations Center (NTS OC), upon quoting the product name and the serial number.

5.11. PROVISION OF ADDITIONAL SERVICES

Services, requested by the customer going beyond the extent of services will be executed, provided the resources are available in respect of time and expertise. All additional services are carried out as fast as possible, however, without giving a guaranteed reaction time.
All resulting material, labour and travel expenses will be invoiced at current NTS rates.

5.12. CUSTOMER'S DUTY TO COOPERATE

The customer must take all reasonable measures to guarantee that the repair of the fault by NTS is as quick as possible. In particular, free and safe access to the components covered by the maintenance agreement must be provided for NTS. Protective clothing must be provided as required.
NTS reserves the right not to perform any maintenance work in extreme conditions (height, heat, cold, lack of oxygen).
Furthermore, the customer must provide all technical equipment required for the repair of the fault and make sure that it is fully functional. This applies in particular to telephone connections and data transmission lines.
Involvement of the customer is necessary for a successful fault repair. This includes provision of the following information: passwords, network diagrams, configuration files, remote access via remote screen maintenance, IPSEC VPN or dial-in, detailed information on the impact and initial occurrence of the fault, and the scheduling of maintenance windows for the testing of repair measures.
Delays that are caused by the customer are never in the responsibility of NTS and will lead under no circumstances to a reduction of the service charge.
It is the customer's responsibility to take care of the coordination as well as the internal notification respectively announcement to all relevant persons, be they internal or external such as internet and hosting providers, of all information that is within the context of the realization of the services. Therefore, the customer is solely responsible for the compliance with all legal or contractual information duties that may be applicable to the customer.

6. ESCALATION

Should you, contrary to expectations, not be satisfied with the way your support issues are handled, please contact the NTS management directly.

7. SPECIAL RULES FOR CISCO COMPONENTS

7.1. SERVICE LIMITATION ON REACHING THE CISCO LAST DATE OF SUPPORT (LDOS)

We always recommend replacing all components that have reached or surpassed the Cisco Last Date of Support (LDoS).
The following restrictions of services apply to those components within NTS maintenance level, which have been achieved resp. exceeded by Cisco LDoS:
- Defective hardware is exchanged as fast as possible within two weeks, all further exchange times agreed in the relevant NTS maintenance level do not apply.
- New operating system software updates are no longer available
- No fault incidents can be forwarded to the Cisco Technical Assistance Center (TAC)

7.2. SERVICE LIMITATION FOR CISCO MERAKI PRODUCTS

Cisco Meraki products are products with "cloud managed service" from the manufacturer, i.e. they require a licence subscription for these cloud services. Without this subscription (Meraki license) the products cannot be used. It is excluded that other partners will receive administrator rights for Meraki products.

8. SERVICE CONDITIONS FOR POOL OF HOURS

All support services within the pool of hours are performed on the customer's request. As a rule all of the customer's members of staff are entitled to request services. A restriction to pre-defined contacts can be arranged on request.
Hours from the pool should be requested no less than three working days before the required date; the request itself can be made by e-mail or by telephone.
Please note that we cannot guarantee any reaction times for support requests through the pool of hours.
Pools of hours and the time credits within them have no expiry date.
The smallest billing unit within a pool of hours is 30 minutes.
When the remainder of a pool of hours falls below the smallest billing unit of 30 minutes, the pool of hours has been used up.
Within the framework of the pool of hours all necessary expenses will be billed. This comprises also research, redirection to the manufacturer's 3rd level support, test set-ups, communication with third parties (e.g. telecoms provider, internet service provider).

Further maintenance confirmations per product may become necessary for being forwarded to the 3rd level support of a manufacturer.

After the completion of the service you will receive an invoice for the actual expenses based on our time recording. All working hours and work contents are documented. A written documentation of each billing period can be made available on request.

9. NOT INCLUDED WITHIN THE SCOPE OF SERVICES

With this document, the scope of the services is fully defined. Any services that exceed this scope are not agreed upon and are explicitly excluded. This applies in particular to the following services:

- All services beyond those in the NTS maintenance level specified in the "Maintenance confirmation".
- Measures for the repair of faults caused by operating errors, other improper handling, technical intervention by the customer or third parties, and as a result of external factors (lightning and damage resulting from force majeure or for example construction dust).
- Operation of the hardware in an operating environment other than the necessary one as specified in the data sheet (e.g.: inadequate climate control, extreme dusty environment, etc.)
- Inappropriate technical interferences that infringe the licence terms of the manufacturer. These are those cases when hardware is disassembled, reverse engineered or decompiled by the customer or by third parties without explicit consent from the manufacturer or in case that hardware is altered in a way that is not intended by the manufacturer.
- The maintenance of accessories not included in the "Maintenance confirmation", as well as of all components on which software or parts of software of components listed in the "Maintenance confirmation" is installed.
- Rectifying errors of components without maintenance confirmation, which interact with service appliances and which cause a malfunction at this point.
- The exchange of components older than 3 years for which the defect has clearly arisen as a result of mechanical wear to moving parts (especially keys, levers, inscriptions and the like).
- All services for which the entitlement as defined by the product life cycle has expired.
- The availability of software updates is linked to the existence of active licensing contracts or service agreements. Without these in place, software updates cannot be installed or provided by NTS. Thus, software updates are only installed or provided if these are permitted by the license version that is applicable for this product.

10. PAYMENT

If not agreed otherwise, the annual maintenance fee must be paid in advance.

Within the scope of an automatic extension of the maintenance (see article 2) the annual maintenance fee is adapted to the relevant Austrian consumer price index (acc. to the Statistik Austria) as well as being adapted to the current USD - EUR rate of exchange.

Price adjustments of vendor services will have a direct impact to the NTS maintenance fees in case of a maintenance renewal. The adjustments of this maintenance fees will be communicated to the customer in advance.

The maintenance confirmation invoice is to be settled within 2 weeks upon receipt in order to guarantee the validity of the maintenance.

All prices are exclusive of statutory VAT. Price changes and errors are reserved.

NTS SUPPORT LEVEL FOR CISCO HARDWARE	BASIC Support		STANDARD Support		
	8x5xNBD	24x7x4	8x5xNBD	8x5x4	24x7x4
Telephone support hotline	•	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•		•	•	
Operating hours 24 hours/day, 365 days/year		•			•
2 hours response time for critical problems during operating hours	•	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•	•
Exchange of defect hardware Next-Business-Day	•		•		
Exchange of defect hardware within 4 hours during specified operating hours		•		•	•
Shipping of exchange hardware	•	•	•	•	•
On-site commissioning of exchange hardware			•	•	•
Fault analysis and fault repair by remote assistance			•	•	•
Systems engineer on site on request in the event of failure			•	•	•
Provision of software updates and upgrades for hardware components	•	•	•	•	•
E-mail notification for important Cisco Security Advisor information			•	•	•

All NTS support offers for CISCO products are chassis-based and cover all moduled contained in the chassis, insofar as there is no individual support in place for the module. Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT LEVEL FOR CISCO SOFTWARE

	BASIC Support		STANDARD Support			
	Cisco Software Support	Cisco Software Support + Upgrades	Cisco Software Support		Cisco Software Support + Upgrades	
	8x5	8x5	8x5	24x7	8x5	24x7
Telephone support hotline	•	•	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	•	•		•	
Operating hours 24 hours/day, 365 days/year				•		•
2 hours response time for critical problems during operating hours	•	•	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•	•	•
Fault analysis and fault repair by remote assistance			•	•	•	•
Systems engineer on site on request in the event of failure			•	•	•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	•	•	•	•	•	•
Installation of Maintenance and Minor Software Releases in the event of failure			•	•	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)		•			•	•
E-mail notification for important Cisco Security Advisor information			•	•	•	•

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT LEVEL FOR CISCO UCS

	BASIC Support				STANDARD Support			
	8x5xNBD	8x5x4	24x7x4	24x7x2	8x5xNBD	8x5x4	24x7x4	24x7x2
Telephone support hotline	•	•	•	•	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	•			•	•		
Operating hours 24 hours/day, 365 days/year			•	•			•	•
2 hours response time for critical problems during operating hours	•	•	•	•	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•	•	•	•	•
Exchange of defect hardware Next-Business-Day	•				•			
Exchange of defect hardware within 4 hours during specified operating hours		•	•			•	•	
Exchange of defect UCS components within 2 hours during specified operating hours				•				•
Shipping of exchange hardware	•	•	•	•	•	•	•	•
On-site commissioning of exchange hardware					•	•	•	•
Fault analysis and fault repair by remote assistance					•	•	•	•
Systems engineer on site on request in the event of failure					•	•	•	•
Provision of software updates and upgrades for hardware components	•	•	•	•	•	•	•	•
Installation of software updates in case of a failure					•	•	•	•
E-mail notification for important Cisco Security Advisor information					•	•	•	•

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

SUPPORT LEVEL
FOR DELL EMC HARDWARE

	NTS STANDARD Support 24x7xNBD	DELL EMC PRO Support 24x7xNBD
Telephone support hotline	•	
E-mail support hotline (support@nts.eu)	•	
Operating hours 24 hours/day, 365 days/year	•	
2 hours response time for critical problems during operating hours	•	
4 hours response time for non-critical enquiries during NTS normal working hours	•	
Exchange of defect hardware Next-Business-Day	•	
Shipping of exchange hardware	•	
On demand on-site commissioning of exchange hardware	•	
Fault analysis and fault repair by remote assistance	•	
Systems engineer on site on request in the event of failure	•	
"Connect Home" Support	•	
Maintenance conditions as specified by manufacturer		•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).		

SUPPORT LEVEL FOR DELL EMC SOFTWARE	NTS STANDARD Support 24x7	DELL EMC PRO Support 24x7
Telephone support hotline	•	
E-mail support hotline (support@nts.eu)	•	
Operating hours 24 hours/day, 365 days/year	•	
2 hours response time for critical problems during operating hours	•	
4 hours response time for non-critical enquiries during NTS normal working hours	•	
Fault analysis and fault repair by remote assistance	•	
Systems engineer on site on request in the event of failure	•	
Provision of software updates and upgrades for hardware components	•	
Installation software releases in case of a malfunction	•	
Annual firmware upgrade upon request	•	
Maintenance conditions as specified by manufacturer		•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).		

NTS OnTop SUPPORT FOR DELL SERVER	ONTOP Support 24x7
Telephone support hotline	•
E-mail support hotline (support@nts.eu)	•
Operating hours 24 hours/day, 365 days/year	•
2 hours response time for critical problems during operating hours	•
4 hours response time for non-critical enquiries during NTS normal working hours	•
Exchange of defect hardware as specified by manufacturer	•
Communication with the manufacturer and coordination of hardware replacement	•
Provision of software updates and upgrades for hardware components	•
Provision of software updates and upgrades for hardware components	•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).	

SUPPORT LEVEL
FOR NETAPP STORAGE

	NTS STANDARD Support	NetApp Support Edge Premium
	24x7x4	24x7x4
Telephone support hotline	•	
E-mail support Hotline (support@nts.eu)	•	
Operating hours 24 hours/day, 365 days/year	•	
2 hours response time for critical problems during operating hours	•	
4 hours response time for non-critical enquiries	•	
Exchange of defect hardware within 4 hours during specified operating hours (Disks NBD)	•	
Shipping of exchange hardware	•	
Fault analysis and fault repair by remote assistance	•	
Systems engineer on site on request in the event of failure	•	
Autosupport through NTS	•	
Installation of software updates for rectifying occurring errors	•	
Software Support Plan	•	
Access to the NetApp Support Website	•	
Maintenance conditions as specified by the manufacturer		•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).		

SUPPORT LEVEL FOR NETAPP Ontap Select	NTS STANDARD Support
	24x7x4
Telephone support hotline	•
E-mail support Hotline (support@nts.eu)	•
Operating hours 24 hours/day, 365 days/year	•
2 hours response time for critical problems during operating hours	•
4 hours response time for non-critical enquiries	•
Fault analysis and fault repair by remote assistance	•
Systems engineer on site on request in the event of failure	•
Installation of software updates for rectifying occurring errors	•
Software Support Plan	•
Access to the NetApp Support Website	•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).	

NTS SUPPORT LEVEL
FOR PALO ALTO HARDWARE

	BASIC Support		STANDARD Support	
	8x5xNBD	24x7xNBD	8x5xNBD	24x7xNBD
Telephone support hotline	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•		•	
Operating hours 24 hours/day, 365 days/year		•		•
2 hours response time for critical problems during operating hours	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•
Exchange of defect hardware Next-Business-Day	•	•	•	•
Shipping of exchange hardware	•	•	•	•
On-site commissioning of exchange hardware			•	•
Fault analysis and fault repair by remote assistance			•	•
Systems engineer on site on request in the event of failure			•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	•	•	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)	•	•	•	•
Installation of Maintenance and Minor Software Releases in the event of failure			•	•
Access to the Palo Alto Support website	•	•	•	•
Manufacturer's escalation if required in the event of failure			•	•

Additional Palo Alto subscriptions can be purchased with valid hardware support under the manufacturer's terms and conditions. Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT LEVEL
FOR PALO ALTO SOFTWARE

	BASIC Support		STANDARD Support	
	Software Support		Software Support	
	8x5	24x7	8x5	24x7
Telephone support hotline	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•		•	
Operating hours 24 hours/day, 365 days/year		•		•
2 hours response time for critical problems during operating hours	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•
Fault analysis and fault repair by remote assistance			•	•
Systems engineer on site on request in the event of failure			•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	•	•	•	•
Installation of Maintenance and Minor Software Releases in the event of failure			•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)	•	•	•	•
*Support applies only to Palo Alto Networks **Panorama***				

NTS ONTOP LEVEL FOR PALO ALTO CREDITS	ONTOP SUPPORT 24x7
Telephone support hotline	•
E-mail support hotline (support@nts.eu)	•
Operating hours 24 hours/day, 365 days/year	•
2 hours response time for critical problems during operating hours	•
4 hours response time for non-critical enquiries	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)**	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)**	•
Fault analysis and fault repair by remote assistance	•
Installation of Maintenance and Minor Software Releases in the event of failure**	•
Manufacturer's escalation if required in the event of failure	•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).	

NTS SUPPORT LEVEL FOR CISCO MERAKI HARDWARE

NTS SUPPORT LEVEL FOR CISCO MERAKI HARDWARE	BASIC Support		STANDARD Support	
	8x5xNBD	24x7x4	8x5xNBD	24x7x4
Telephone support hotline	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•		•	
Operating hours 24 hours/day, 365 days/year		•		•
2 hours response time for critical problems during operating hours	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•
Exchange of defect hardware Next-Business-Day	•		•	
Exchange of defect hardware within 4 hours during specified operating hours		•		•
Shipping of exchange hardware	•	•	•	•
On-site commissioning of exchange hardware			•	•
Fault analysis and fault repair by remote assistance			•	•
Systems engineer on site on request in the event of failure			•	•
Support for integrating exchange hardware into the dashboard			•	•
Integration into the Meraki support organisation of NTS			•	•
Manufacturer's escalation if required in the event of failure			•	•

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio). For Meraki cameras, the NTS support is limited on hardware replacement based on the respective manufacturer's maintenance agreement.

NTS SUPPORT LEVEL
FOR NTS CAPTAIN

	CAPTAIN Support 8x5
Telephone support hotline	•
E-mail support hotline (support@nts.eu)	•
Operating hours Monday to Friday, 9 am to 5 pm	•
2 hours response time for critical problems during operating hours	•
4 hours response time for non-critical enquiries	•
Error analysis and rectifying software errors by remote access	•
Installing Hotfixes by NTS in case of an error	•
Making software releases and Hotfixes available	•
One annual software upgrade if requested by the customer	•
Manufacturer's escalation if required in the event of failure	•
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).	

NTS SUPPORT LEVEL
FOR CISCO SUBSCRIPTIONS

	BASIC Support		STANDARD Support	
	8x5	24x7	8x5	24x7
Telephone support hotline	•	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•		•	
Operating hours 24 hours/day, 365 days/year		•		•
2 hours response time for critical problems during operating hours	•	•	•	•
4 hours response time for non-critical enquiries	•	•	•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)**	•	•	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)**	•	•	•	•
One-time subscription review workshop in the first year*	•	•	•	•
Fault analysis and fault repair by remote assistance			•	•
Systems engineer on site on request in the event of failure			•	•
E-mail notification for important Cisco Security Advisor information			•	•
Installation of Maintenance and Minor Software Releases in the event of failure**			•	•
Manufacturer's escalation if required in the event of failure			•	•

* Included when the support fee is € 5,000 net or higher - exclusive of the subscription fee per purchased subscription support per year.

** Will be conducted by NTS if there is a possibility from the manufacturer, respectively with the product.

The maintenance obligation of NTS only pertains to those Cisco subscriptions where NTS maintenance has been purchased. The availability of the cloud as well as the database that is utilized, is beyond the control of NTS and thus not part of the maintenance obligation. The same applies to those physical components where the software is installed, provided that a separate NTS maintenance agreement has not been concluded. The open source software that is used by Cisco as well as software by third parties are as well excluded from the maintenance obligation by NTS.

In order to ensure the support, it has to be guaranteed that NTS gets access to the respective administrator platform.

A 3rd level escalation to the manufacturer is only possible 8x5, irrespective of the chosen maintenance level. This does not affect fundamental problems of the respective infrastructure.

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

SUPPORT LEVEL
FOR TOTEMOMAIL SUBSCRIPTIONS

	BASIC Support 8x5	STANDARD Support 8x5
Telephone support hotline	•	•
E-mail support hotline (support@nts.eu)	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	•
2 hours response time for critical problems during operating hours	•	•
4 hours response time for non-critical enquiries during NTS normal working hours	•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)	•	•
One-time subscription review workshop in the first year*	•	•
Installation of Maintenance and Minor Software Releases in the event of failure		•
Fault analysis and fault repair by remote assistance		•
Systems engineer on site on request in the event of failure		•
Manufacturer's escalation if required in the event of failure		•

* Included when the support fee is € 5,000 net or higher - exclusive of the subscription fee per purchased subscription support per year.

The maintenance obligation of NTS only pertains to those Totemo subscriptions where NTS maintenance has been purchased. The availability of the Totemo cloud as well as the database that is utilized, is beyond the control of NTS and thus not part of the maintenance obligation. The same applies to those physical components where the software is installed, provided that a separate NTS maintenance agreement has not been concluded. The open source software that is used by Totemo as well as software by third parties are as well excluded from the maintenance obligation by NTS.

Furthermore, Totemo appliances that fall under a valid NTS maintenance agreement are subjected to a maintenance obligation only in the case that they are operated in a configuration that is recommended by Totemo. The operation of solutions by third parties is also not part of the NTS maintenance obligation.

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT LEVEL
FOR NTW SOFTWARE

	STANDARD Support	
	NTW Software Support + Upgrades	NTW Software Support + Upgrades
	8x5	24x7
Telephone support hotline	•	•
E-mail support hotline (support@nts.eu)	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	
Operating hours 24 hours/day, 365 days/year		•
2 hours response time for critical problems during operating hours	•	•
4 hours response time for non-critical enquiries	•	•
Fault analysis and fault repair by remote assistance	•	•
Systems engineer on site on request in the event of failure	•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	•	•
Installation of Maintenance and Minor Software Releases in the event of failure	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)	•	•
A 3rd level escalation to the manufacturer is only possible 8x5, irrespective of the chosen maintenance level		
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).		
The maintenance confirmation applies for 36 month and is automatically extended for a further year, provided it was not cancelled in writing at least one month prior to it expiring.		

NTS SUPPORT LEVEL
FOR VMWare vSphere

	SUBSCRIPTION Support	
	8x5	24x7
Telephone support hotline	•	•
E-mail support hotline (support@nts.eu)	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	
Operating hours 24 hours/day, 365 days/year		•
2 hours response time for critical problems during operating hours	•	•
4 hours response time for non-critical enquiries	•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)**		
Provision of Major Software Releases (e.g. Version 2.x to 3.x)**		
One-time subscription review workshop in the first year*	•	•
Fault analysis and fault repair by remote assistance		
Systems engineer on site on request in the event of failure		
Installation of Maintenance and Minor Software Releases in the event of failure**		
Manufacturer's escalation if required in the event of failure		

* This support does not include support for virtual machines

** Included when the support fee is € 5,000 net or higher - exclusive of the subscription fee per purchased subscription support per year.

*** Will be conducted by NTS if there is a possibility from the manufacturer, respectively with the product.

The maintenance obligation of NTS only pertains to those VMware subscriptions where NTS maintenance has been purchased. The availability of the cloud as well as the database that is utilized, is beyond the control of NTS and thus not part of the maintenance obligation. The same applies to those physical components where the software is installed, provided that a separate NTS maintenance agreement has not been concluded. Open source software that is used as well as software by third parties are as well excluded from the maintenance obligation by NTS.

In order to ensure the support, it has to be guaranteed that NTS gets access to the respective administrator platform.

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT LEVEL
FOR VMWare Horizon*

	SUBSCRIPTION Support
	8x5
Telephone support hotline	•
E-mail support hotline (support@nts.eu)	•
Operating hours Monday to Friday, 9 am to 5 pm	•
Operating hours 24 hours/day, 365 days/year	
2 hours response time for critical problems during operating hours	•
4 hours response time for non-critical enquiries	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)***	
Provision of Major Software Releases (e.g. Version 2.x to 3.x)***	
One-time subscription review workshop in the first year**	•
Fault analysis and fault repair by remote assistance	
Systems engineer on site on request in the event of failure	
Installation of Maintenance and Minor Software Releases in the event of failure**	•
Manufacturer's escalation if required in the event of failure	

* This support does not include applications and package management

** Included when the support fee is € 5,000 net or higher - exclusive of the subscription fee per purchased subscription support per year.

*** Will be conducted by NTS if there is a possibility from the manufacturer, respectively with the product

The maintenance obligation of NTS only pertains to those VMware subscriptions where NTS maintenance has been purchased. The availability of the cloud as well as the database that is utilized, is beyond the control of NTS and thus not part of the maintenance obligation. The same applies to those physical components where the software is installed, provided that a separate NTS maintenance agreement has not been concluded. Open source software that is used as well as software by third parties are as well excluded from the maintenance obligation by NTS.

In order to ensure the support, it has to be guaranteed that NTS gets access to the respective administrator platform.

A 3rd level escalation to the manufacturer is only possible 8x5, irrespective of the chosen maintenance level. This does not affect fundamental problems of the respective infrastructure.

Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio.

12. FEATURE DEFINITION

Operation Hours

SLA-BZ-WT0917	Operating hours from Monday to Friday 9am to 5pm	The NTS OC is available to take enquiries from Monday to Friday from 9am to 5pm (CET/CEST). On statutory Austrian public holidays as well as on 24th and 31st December, only critical enquiries are processed (as per definition in the GSC).
SLA-BZ-24x7	Operating hours 24 hours/day, 365 days/year	The NTS OC is available to take enquiries during these operating hours. Outside the defined normal working hours, however, only critical enquiries are processed (as per definition in the GSC).

Response Time

2hRkP	2 hours response time for critical problems during operating hours	Response time "2 hours for critical problems" defines the maximum time between the arrival of a critical enquiry at the NTS and the commencement of work by a qualified employee. In order to be able to guarantee the response time, critical enquiries must be made by telephone to the NTS OC. The response time cannot be guaranteed for email enquiries.
4hRnkA	4 hours response time for non-critical enquiries	Four hours maximum after the reporting of a non-critical enquiry to the NTS OC a qualified engineer commences the processing of the enquiry. Only the NTS normal working hours apply as the service period for non-critical enquiries.
EMC-4hRnkA	4 hours response time for non-critical enquiries during NTS normal working hours	Four hours maximum after the reporting of a non-critical enquiry to the NTS OC a qualified engineer commences the processing of the enquiry. Only the NTS normal working hours apply as the service period for non-critical enquiries.

Hardware Replacement

SLA-HWT-4h	Exchange of defect hardware within 4 hours during specified operating hours	For a technical defect confirmed by the NTS OC, an equivalent replacement part is made available within 4 hours during operating hours.
SLA-HWT-NBD	Exchange of defect hardware Next-Business-Day	For a technical defect confirmed by the NTS OC, an equivalent replacement part is made available the next working day during operating hours. Notification must arrive by 2pm (manufacturer's depot time) at the latest at the NTS OC for on-time delivery the next business day. For hardware installed in Austria, Germany, Italy or Switzerland this would be for example 2pm (CET/CEST). For next business day (NBD) deliveries applies: NBD delivery services are subject to restrictions outside of manufacturers and NTS influence. This includes local bank holidays, weekends, local customs processes and various out-of-the-way locations which may require extra delivery days based on the distance to the regional depot. Delayed deliveries may therefore occur. In addition, for DELL EMC-Supportlevel the following applies: Defective disks are exchanged by the customer himself.

UCS-SLA-HWT-2h	Exchange of defect UCS components within 2 hours during specified operating hours	For a technical defect confirmed by the NTS OC, an equivalent replacement part for UCS components is made available within 2 hours during operating hours.
SLA-NTP-HWT-4h	Exchange of defect hardware within 4 hours during specified operating hours (Disks NBD)	In case of a technical defect confirmed by NTS OC, a relevant spare part is made available within 4 hours during the operating time; with the exception of disks, supplied by NBD and exchanged by the customer

Software Maintenance

EMMSWRiS	Installation of Maintenance and Minor Software Releases in the event of a failure	Maintenance and Minor Software Releases are installed as required in the event of a failure.
MMSWR	Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	Maintenance and Minor Software Releases are made available as required and when possible. A Minor Software Release is understood to be e.g. a versioning from 2.3 to 2.4.
MSWR	Provision of Major Software Releases (e.g. Version 2.x to 3.x)	Major Software Releases are made available as required and when possible. A Major Software release is understood to be e.g. a versioning from 2.x to 3.x.
SUUHWK	Provision of software updates and upgrades for hardware components	The required version of the operating system of the device covered by the maintenance agreement is made available by the NTS in due consideration of the licensing rights in place. Start-up or possible necessary changes of configurations due to any change of version are not included in the service level.
EMC-CINST	Introducing software releases in case of a malfunction	Within the scope of rectifying an error and following a previous inspection and release by NTS OC, new software releases are introduced into the system by NTS.
EMC-EMR-1xJA	Annual firmware upgrade upon request	Upon the customer's request, following a previous test and release by NTS OC, a firmware upgrade is introduced to the system once per year by NTS.
NTP-SWS	Access to the NetApp Support Website	The customer can access the Softwareupates, NetApp Knowledge Base, Communities, and forum entries, HowTo's as well as documentations via the NetApp Support Website
PA-SWS	Access to the Palo Alto Support website	Via the Palo Alto Networks' Support website the customer can access, for example, documentation, Palo Alto Knowledge Base or Case Management software downloads. The access-account is created by NTS.
NTP-AS	Autosupport by NTS	The autosupport messages are processed by NTS Support during the operating time and relevant measures activated.
NTP-SSP	Software Support Plan	Access to current NetApp Software Releases, Patches and Bug Fixes via the NetApp Support Website. Installation of Software updates within the scope of an error analysis for rectifying faulty behaviour. In doing this a Patchlevel is installed in which the occurring faulty behaviour is rectified.
NTP-IRS	Installation of software updates for rectifying occurring errors	Installation of software updates within the scope of an error analysis for rectifying faulty behaviour. In doing this a Patchlevel is installed in which the occurring faulty behaviour is rectified.
SWUP-1xJA	Annual software upgrade upon request	Once a year, a software upgrade will be installed in the system by NTS upon customer's request and after prior checking and clearance by the NTS OC.

Troubleshooting

SEBvO	Systems Engineer on site on request in the event of failure	A qualified Engineer is provided on site if in the event of a failure a remote fault repair is not possible. This on-site service is offered for troubleshooting at customer sites within the NTS catchment area. The NTS catchment area is an area that can be reached by car within a max. of 2 hours from the nearest NTS location (Graz / Vienna / Linz & Salzburg / Innsbruck / Friedrichshafen). Outside the NTS catchment area, a technician of the customer will be guided remotely by an NTS engineer to assist with troubleshooting if needed.
FSRZ	Fault analysis and fault repair by remote assistance	The NTS OC performs fault analysis and repair by remote assistance. Assuming the system has been configured properly, a "fault" is understood to be a deviance of the functioning of the device covered by the maintenance agreement from the descriptions in the manufacturer's datasheet. Rectification can also include the forwarding of the problem to the manufacturer's support team. In addition, for Cisco Flex Plan Supportlevel the following applies: NTS is not responsible for the availability of the Webex Cloud and is therefore not a part of the maintenance obligation.
SLA-ES	E-mail support Hotline (support@nts.eu)	Support enquiries can be e-mailed to support@nts.eu. Please note that the transmission of emails can be delayed due to circumstances beyond the control of NTS. We therefore recommend that critical enquiries be made by telephone only.
SLA-TS	Telephone Support Hotline	The telephone numbers for the NTS OC are: - Austria: +43 810 820 455 - Italy: +39 471 097 709 - International: +43 316 405 455 20 - Germany: +49 7541 4028 340 - In case of non-availability: +43 66488499599
VHW	Shipping of exchange hardware	A courier service delivers replacement parts (without commissioning by an engineer on-site).
VORIN	On-site commissioning of exchange hardware	If required, the replacement part is re-commissioned on site by an NTS engineer or by an engineer assigned by NTS at the address defined in the maintenance agreement. In the case of Palo Alto maintenance contracts, the on-site commissioning only applies to the NTS-catchment area (*). In the case of locations outside of the NTS catchment area, the spare part will be started up again at the address defined in the maintenance contract by a customer representative with the remote support of an NTS engineer. (*) The NTS catchment area is an area that can be reached by car within a max. of 2 hours from the nearest NTS location (Graz / Vienna / Linz & Salzburg / Innsbruck / Friedrichshafen).
EMC-VORIN	On demand on-site commissioning of exchange hardware	On demand the replacement part is re-commissioned on site by an NTS engineer at the address defined in the maintenance agreement.
EMC-CHOME	"Connect Home" Support	"Connect Home Support" is the functionality of selected EMC products to report faults automatically via email. NTS uses this function if supported by the device.

SLA-HST	Maintenance conditions as specified by the manufacturer	The relevant manufacturer's maintenance conditions apply.
HST-ESK	Manufacturer's escalation if required in the event of failure	If required, malfunctions/failures are passed on to the manufacturer's support organisation.

NTS Control

EVCSAA	Email notification for important Cisco Security Advisor information	CISCO sends out so-called "Security Advisories" when critical security problems ("bugs") occur in the hardware or software of CISCO products. NTS engineers analyse and evaluate these Advisories, and send them out with detailed information as newsletters.

Special Meraki Features

MERK-EINB	Support for integrating exchange hardware into the dashboard	Upon the customer's request, an NTS-engineer will integrate new commissioned and with NTS support covered Meraki-exchange hardware into the Meraki-dashboard by remote control. Additional implementation tasks, beyond the hardware exchange, are not included in the scope of the support.
MERK-SUPP	Integration into the Meraki support organisation of NTS	Integrating the Meraki support organisation is obligatory for all Meraki maintenance customers and is started up at the beginning of maintenance. To support a safe and efficient handling of the support, the NTS Directory Service is added, enabling NTS support engineers to access the system. The customer can carry on accessing his Meraki dashboard by means of the customer's administrator-user.

Special CAPTAIN Features

ON-FSRZ	Error analysis and rectifying software errors by remote access	NTS OC analyses and rectifies errors by remote control. Provided the system is configured correctly, an 'error' describes a function that deviates from the manufacturer's descriptions, while the software (OpenNebula) is being serviced.
ON-HINST	Installing Hotfixes by NTS in case of an error	Installing software Hotfixes for OpenNebula within the scope of analysing an error in order to rectify a malfunction. In doing this a specific Hotfix is installed where the error has occurred and been rectified.
ON-SWRHF	Making software releases and Hotfixes available	Software releases and Hotfixes are made available if required.
ON-1xJA	One annual software upgrade if requested by the customer	Upon a customer's request, and after having been checked and released by NTS OC, the OpenNebula software is upgraded once per year by being integrated into the system by NTS. The troubleshooting of an error and/or a malfunction of an individual adaptation resulting from a software upgrade that was carried out by the customer himself is not included in the scope of services offered by the Support.

Special Subscription Features

SUB-REV-JA1	One-time subscription review workshop in the first year*	From a support fee excluding subscription fee of € 5,000 net per purchased subscription support per year, a Subscription Review Workshop will be conducted by an NTS engineer together with the customer in the first year of the subscription

		support.
		Within the framework of the subscription review workshop the quantitative license utilization will be checked, and recommendations will be given with regards to unutilized or newly added features.

Special Totemomail Features

HST-ESK-TOTEMO	Manufacturer's escalation if required in the event of failure	If required, malfunctions/failures are passed on to the manufacturer's support organisation. Public holidays in the canton of Zurich are excepted.