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NTS SUPPORT CONDITIONS

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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The conditions of the manufacturers stipulate that the user rights will be withdrawn by the manufacturer in case of infringements.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 at 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/

Our support hotline is available in German and in English.

3.1. IMPORTANT INFORMATION WHEN CONTACTING US

To guarantee a quick 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 including as much detail as possible
- In case of a fault, how long has it been occurring
- What changes were last made to the network or 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

Normal working hours are Monday to Friday, 9:00 a.m. to 5:00 p.m. (CET/CEST). Public holidays of the contracting country (Austria, Germany, or Italy) in which the maintenance contract was concluded are excluded.

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. Disassembling or decompiling hardware or software constitutes a violation of the right of use; all other provisions relating to the license must also be observed. 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 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, will it 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 usage authorization is automatically integrated for the included devices in the respective scope that has been ordered. Thereby, the manufacturer's special conditions, which must be concluded directly with the manufacturer when placing an order, are applicable. 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. If violations are detected during these audits, the manufacturer may charge you additional costs, and you may also face further consequences such as the revocation of your license.

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.

Compliance with agreed replacement times for hardware replacement is subject to the condition that the necessary services can be provided without any impediment arising from circumstances beyond NTS's control or responsibility.

NTS shall not be liable for failure to comply with agreed replacement times if the delay is due to circumstances for which NTS is not responsible and/or which lie outside the sphere of NTS. This applies in particular to delays along the supply chain, such as supply bottlenecks or delivery delays from manufacturers, distributors, or other suppliers, as well as failures in third-party services, import or customs delays, force majeure, or other unforeseeable events that NTS cannot prevent.

In such cases, agreed replacement or response times are automatically extended by the duration of the impediment/delay as well as by a reasonable restart or organizational period.

For periods during which compliance with agreed service levels is not possible for the reasons stated above, the relevant service levels shall be deemed suspended. In such cases, the client shall have no claims for contractual penalties, service credits, damages, or other compensation due to non-compliance with the affected service levels.

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. ANNOUNCMENT OF THE 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.

The customer is obliged to provide NTS with the serial number of the corresponding chassis at the time of purchase of a module/spare part. Otherwise, there is no entitlement to maintenance service. This regulation applies to new purchases as well as to all modifications.
If the serial number is not communicated at the time of purchase, NTS assumes no maintenance obligation and is exempt from any liability, including any contractual penalties in connection with the maintenance of the module/spare part.

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 indicating 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.

5.13. ONLINE INVENTORY VISUALIZATION WITH NTS INVENTORY4ALL

Together with the scope for NTS BASIC and NTS STANDARD support, which is defined by NTS, NTS INVENTORY4ALL is offered as a free, optional supplementary service (opt-in) for devices with NTS BASIC and NTS STANDARD support.

Should the usage of NTS INVENTORY4ALL be desired, a confirmation from the customer (opt-in) to the relevant key account manager will be required.

NTS INVENTORY4ALL is an efficient tool for the transparency and the monitoring of the own network inventory by taking inventory of the IT infrastructure and the centrally stored configuration information. The software solution, which was developed by NTS, is collecting inventory information of all devices that are supported[1] and that are maintained in the inventory. The complete inventory list will be visualized in the **NTS Portal** in a clear and detailed manner. All authorized users are getting login data for the retrieval of inventory information as well as to manage the assets. NTS INVENTORY4ALL consists of the module inventory and the feature Config Backup in the NTS Portal. For the information provision of the service, the appliance **NTS Caretaker** is required as a single platform in the virtualization environment at the customer's site.

1 The availability of NTS INVENTORY4ALL can be seen in the respective NTS support level per manufacturer in chapter 11.

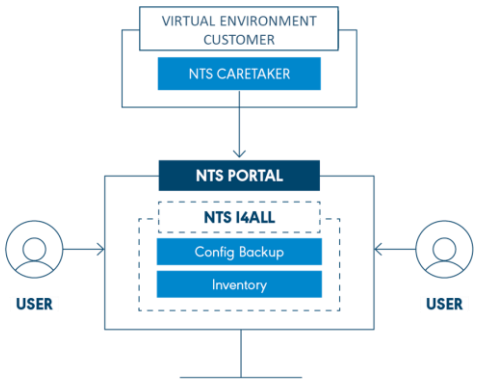

Figure 1: System Landscape NTS INVENTORY4ALL

The **module inventory** takes care of the inventory and the continuous capturing of technical data, such as serial numbers, modules, interfaces and components of all devices that are managed in the inventory.

The information displayed depends on the support level of the associated asset:
- Devices without NTS support contract: Basic information such as device name, IP address, serial number.
- Devices with NTS BASIC Support: Adds general information with e.g. software version, service level, list of detected interfaces (if available).
- Devices with NTS STANDARD Support: Supplements BASIC information with extended information for each interface.

The module Inventory is included as a free, optional additional service (opt-in) for devices with NTS BASIC or NTS STANDARD support. The module Inventory can be purchased for a fee for supported devices that are not under maintenance at NTS.

The **feature Config Backup** is performing daily configuration backups (respectively running config and startup config) of the supported device types for devices that are managed in the inventory. The backups are available via the NTS Portal.
The Config Backup feature is included as a free, optional additional service (opt-in) only for devices with an NTS Standard maintenance contract and can be purchased for a fee for NTS Basic devices and supported devices not under maintenance at NTS.
By default, complete inventory jobs (Inventory incl. Config Backup jobs) are triggered daily at 3:00 am in the local time zone (device location).
A detailed description of the functional scope of NTS INVENTORY4ALL can be found in the DATA SHEET.

Vulnerability Module
With the Vulnerability Module as an chargeable add-on for NTS INVENTORY4ALL (I4ALL), NTS offers its customers a suitable solution for the detection of risks for open vulnerabilities in their own network inventory.
With the Vulnerability Module, the customers receive a quick overview of open CVEs on their devices.
The Vulnerability Module is based on published CVEs, including ratings and CVE details from supported manufacturers. It taps the information from the manufacturers and links the data with the host information of the module Inventory in NTS INVENTORY4ALL and displays the results in a transparent and clear form.
- CVEs will be retrieved every 6 hours
- The matching whether a device is affected by a CVE is done based on a model and software version of the devices that are administered in the inventory. Detailed analyses are not conducted by NTS

PREREQUISITES
- Customers with NTS INVENTORY4ALL
- Inventory is kept up to date (self service)
- Only supported devices with a read-out model and software version can be taken into account in the vulnerability module
- Obligation of the customer to cooperate, as described below

A detailed description of the scope of functions and performance delimitation of the Vulnerability Module can be found in the DATA SHEET.

Scope of services NTS INVENTORY4ALL

- The full range of functions is available to users as a self-service.
- Additional packages for initial installation and setup as well as for remote operational support during the year can be used for a fee.
- Support requests, feature requests and bugs can be reported via the NTS Portal or the NTS Ticket Center.
- Support is handled on a best effort basis (not SLA effective). The response and recovery times according to NTS BASIC or NTS STANDARD support do not apply to support requests, feature requests etc. from NTS INVENTORY4ALL.
- Provisioning of the platforms NTS Portal, NTS INVENTORY4ALL and Vulnerability Module is based on a best effort, no availabilities are guaranteed.
- A set of configuration files is included in the config backup (best practice). These are created automatically, as far as there are no technical problems. The backups can be used for restoring device configurations after, for example, system failures, configuration changes, etc. A successful recovery of the device configurations through the backups cannot be guaranteed.
- For a smooth operation of NTS INVENTORY4ALL, the following requirements are required at the customer side:
    - The NTS CARETAKER was successfully installed and set-up
    - The firewall activation was implemented according to the specifications of NTS
    - The NTS CARETAKER is properly running
    - There is a stable connection between the customer network and the internet
    - The devices that are set-up in the inventory are available in the network

6. ESCALATION

Should you unexpectedly become dissatisfied with the processing of your support case, we kindly ask you to contact the Duty Manager, during working hours, or the management on standby, outside of working hours.
https://www.nts.eu/support /

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 SERVICE CONTINGENT

Starting from 17.03.2025, the new designation for "hours pool" will be "service contingent".

- All support services within the service contingent are performed on the customer's request. As a rule all of the customer's employees are entitled to request services. A restriction to pre-defined contacts can be arranged on request.
- The service contingent 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 service contingent.
- Service contingents and the time credits within them have no expiry date.
- The smallest billing unit within a service contingent is 30 minutes.
- When the remainder of a service contingent falls below the smallest billing unit of 30 minutes, the service contingent has been used up.
- Within the framework of the service contingent 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". Should a maintenance confirmation not be sent, the mail serves as the 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 or if this service is covered by the NTS maintenance contract.

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 these 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.

11. NTS SUPPORT LEVEL MANUFACTURER

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	•	•	•	•	•
NTS INVENTORY4ALL: Inventory*	▫	▫	▫	▫	▫
NTS INVENTORY4ALL: Config Backup*			▫	▫	▫
NTS INVENTORY4ALL: Vulnerability Modul**	▫	▫	▫	▫	▫
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		•	•	•

* Optional additional service (opt-in), for details see Chapter 5.13.
** Optional, chargeable add-on module for NTS INVENTORY4ALL, for details see Chapter 5.13.

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).								

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 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).

NTS SUPPORT LEVEL FOR CISCO UNIFIED LICENSING	BASIC Support		STANDARD Support	
	8x5	24x7	8x5	24x7
Telephone support hotline 24x7	•	•	•	•
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 as specified by manufacturer	•	•	•	•
Exchange of defect hardware Next-Business-Day*	○	○	○	○
Exchange of defect hardware within 4 hours during specified operating hours*	○	○	○	○
Communication with the manufacturer and coordination of hardware replacement	•	•	•	•
Provision of software updates and upgrades for hardware components	•	•	•	•
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			•	•
E-mail notification for important Cisco Security Advisor information			•	•
Manufacturer's escalation if required in the event of failure			•	•

*Hardware exchange depending on the selected hardware SLA
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT BASED ON CISCO DNX*	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	•	•	•	•
NTS INVENTORY4ALL: Inventory**	○	○	○	○
NTS INVENTORY4ALL: Config Backup**			○	○
NTS INVENTORY4ALL: Vulnerability Modul***	○	○	○	○
Exchange of defect hardware as specified by manufacturer	•	•	•	•
Communication with the manufacturer and coordination of hardware replacement	•	•	•	•
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			•	•

* This support does not include manufacturer direct support.
**Optional additional service (opt-in), only possible for hardware, for details see Chapter 5.13.
*** Optional, chargeable add-on module for NTS INVENTORY4ALL, only possible for hardware, for details see Chapter 5.13.
Detailed definitions of the features can be found in Chapter 12 in this document (Service Specification NTS Service Portfolio).

NTS SUPPORT BASED ON CISCO SERVICE EA*	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	•	•	•	•
NTS INVENTORY4ALL: Inventory**	○	○	○	○
NTS INVENTORY4ALL: Config Backup**			○	○
NTS INVENTORY4ALL: Vulnerability Modul***	○	○	○	○
Exchange of defect hardware as specified by manufacturer	•	•	•	•
Communication with the manufacturer and coordination of hardware replacement	•	•	•	•
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 releases	•	•	•	•
CX Cloud initial training and indroduction	•	•	•	•

* This support does not include manufacturer direct support. This must be purchased separately.
** Optional additional service (opt-in), only possible for hardware, for details see Chapter 5.13.
*** Optional, chargeable add-on module for NTS INVENTORY4ALL, only possible for hardware, for details see Chapter 5.13.

As this support comprises an entire Enterprise Agreement, please note that hardware features only apply to hardware and software features only apply to software.

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**	**DELL EMC PRO Support**
	24x7	**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 SUPPORT LEVEL FOR DELL EMC SERVER & STORAGE	**BASIC Support**	**STANDARD Support**
	24x7	**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	•	•
Fault analysis and fault repair by remote assistance		•
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 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 ONTOP LEVEL FOR NETAPP KEYSTONE	NTS BASIC ONTOP Support	NTS STANDARD ONTOP Support
	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		•
Fault analysis and fault repair by remote assistance		•
Systems engineer on site on request in the event of failure		•
NTS Monitoring for Netapp Autosupport		•
Installation of software updates for rectifying occurring errors		•
Software Support Plan		•
Access to the NetApp Support Website	•	•
Maintenance conditions as specified by the manufacturer	•	
Training Netapp Portal		•

Price adjustments of Netapp will be relayed to the customer.

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

NTS SUPPORT FOR NETAPP HARDWARE	STANDARD Support			
	24x7x4	24x7xNBD	24x7x4 international replacement	24x7xNBD international replacement
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	•	•	•	•
Shipping of exchange hardware during the defined operating time (discs NBD)	•		•	
Shipping of exchange hardware NBD		•		•
Fault analysis and fault repair by remote assistance	•	•	•	•
Systems engineer on site on request in the event of failure	•	•		
Communication with the manufacturer and coordination of hardware replacement			•	•
Delivery and replacement of defect hardware on site by Netapp			•	•
NTS Monitoring for Netapp Autosupport	•	•	•	•
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	•	•	•	•
NTS INVENTORY4ALL: Inventory*	▫	▫	▫	▫
NTS INVENTORY4ALL: Config Backup*			▫	▫
NTS INVENTORY4ALL: Vulnerability Modul**	▫	▫	▫	▫
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			•	•

*Optional additional service (opt-in) for Palo Alto Firewalls, for details, refer to Chapter 5.13.
** Optional, chargeable add-on module for Palo Alto firewalls in the NTS INVENTORY4ALL. For details see chapter 5.13.

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	
	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***

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

NTS WARTUNGSLEVEL FOR PALO ALTO CREDITS	**STANDARD 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	•

NTS Support applies to the VM Series, CN Series, Subscription Services, Strata Cloud Manager, and Virtual Panorama for managing software firewalls. It also applies to Cloud NGFW for AWS & Azure with add-ons (CDSS, Panorama Mgmt, SCM Mgmt, and Strata Logging). Other products that can be used with Palo Alto Credits are not included in NTS Support.

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

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 PALO ALTO CORTEX XDR	BASIC Support	STANDARD Support
	8x5	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	•	•
Fault analysis and fault repair by remote assistance for XDR-client (functionality & configuration)*		•
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		•

*The identification and analysis of threats and the evaluation of endpoint data are not included in the scope of support.

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

NTS SUPPORT FOR PALO ALTO 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 available software releases	•	•	•	•
Fault analysis and fault repair by remote assistance			•	•
Access to the Palo Alto Support website	•	•	•	•
Manufacturer's escalation if required in the event of failure			•	•

In order for the services defined in the service description to be provided, it is necessary to grant NTS access to the customer's Palo Alto Customer Support Portal account.

Support applies only to the defined product. Any upgrades for this product that can only be performed using other software (e.g., Panorama) cannot be carried out unless an NTS support contract also exists for this software.

The availability of the cloud and the databases used is not subject to the influence of NTS and is therefore not part of the maintenance obligation.

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

NTS SUPPORT FÜR PALO ALTO ENTERPRISE SUPPORT AGREEMENET FOR HARDWARE	**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	•	•	•	•
NTS INVENTORY4ALL: Inventory*	•	•	•	•
NTS INVENTORY4ALL: Config Backup*			•	•
NTS INVENTORY4ALL: Vulnerability Modul**	•	•	•	•
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			•	•

* Optional additional service (opt-in) for Palo Alto Firewalls, for details, refer to Chapter 5.13.

** Optional, chargeable add-on module for Palo Alto firewalls in the NTS INVENTORY4ALL. For details see chapter 5.13.

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 FOR PALO ALTO ENTERPRISE LICENSE AGREEMENT	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 available software releases	•	•	•	•
Fault analysis and fault repair by remote assistance			•	•
Access to the Palo Alto Support website	•	•	•	•
Manufacturer's escalation if required in the event of failure			•	•

In order for the services defined in the service description to be provided, it is necessary to grant NTS access to the customer's Palo Alto Customer Support Portal account.

Support applies only to the defined product. Any upgrades for this product that can only be performed using other software (e.g., Panorama) cannot be carried out unless an NTS support contract also exists for this software.

The availability of the cloud and the databases used is not subject to the influence of NTS and is therefore not part of the maintenance obligation.

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

SUPPORT LEVEL FOR KITEWORKS EPG 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	•	•
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 Kiteworks subscriptions where NTS maintenance has been purchased. The availability of the Kiteworks 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 Kiteworks 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.

Furthermore, Kiteworks 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 Kiteworks. 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 contract ends automatically after 12 months without term of notice.

NTS SUPPORT LEVEL FOR VMWARE VSPHERE SOFTWARE*	BASIC 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	•	•
Fault analysis and fault repair at cost**	❍	❍

* This support does not include support for virtual machines; vSphere+, vSphere Foundation and VMware Cloud Foundation are also excluded

** Fault analysis and fault repair will be invoiced at cost via service contingent.

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 SOFTWARE*	BASIC 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	•
Fault analysis and fault repair at cost**	❍

* This support does not include applications and package management

** Fault analysis and fault repair will be invoiced at cost via service contingent.

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 TANZU SUBSCRIPTIONS*	**BASIC 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	•
One-time subscription review workshop in the first year**	•
Fault analysis and fault repair at cost***	❍

* This support does not include package management

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

*** Fault analysis and fault repair will be invoiced at cost via service contingent.

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 is 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 SUSE RANCHER SUBSCRIPTIONS	BASIC 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	•
One-time subscription review workshop in the first year*	•
Fault analysis and fault repair at cost**	❍

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

** Fault analysis and fault repair will be invoiced at cost via service contingent.

The maintenance obligation of NTS only pertains to those Suse Rancher 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 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 FORTINET HARDWARE BASED ON DIRECT SUPPORT	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 during NTS normal working hours	•	•	•	•
NTS INVENTORY4ALL: Inventory*	○	○	○	○
NTS INVENTORY4ALL: Config Backup*			○	○
Exchange of defect hardware as specified by manufacturer	•	•	•	•
Provision of software releases			•	•
Communication with the manufacturer and coordination of hardware replacement	•	•	•	•
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			•	•

* Optional additional service (opt-in) for Fortinet Firewalls, for details see Chapter 5.13.

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

NTS SUPPORT LEVEL FOR FORTINET SOFTWARE BASED ON DIRECT SUPPORT	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) *	•	•	•	•
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			•	•

* 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 Fortinet software 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 Fortinet 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 FORTINET 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) *	•	•	•	•
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			•	•

* 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 Fortinet 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 Fortinet 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 MEGAPORT SUBSCRIPTIONS	**BASIC Support**
	24x7
Telephone support hotline	•
Email support hotline (support@nts.eu)	•
Operating hours 24 hours/day, 365 days/year	•
2 hours response time for critical problems during the operating hours*	•
4 hours response time for non-critical inquiries*	•
Opening of tickets in the portal of the manufacturer**	•
Fault analysis and troubleshooting at the hourly rate***	❍

* The indicated response time only relates to NTS.
** NTS only undertakes the opening of the ticket in the portal of the manufacturer. The processing is the onus of the manufacturer.
*** Fault analysis and troubleshooting will be invoiced at the actual cost based on the hourly rate.

The maintenance obligation of NTS only applies to those Megaport Subscriptions for which NTS support has been purchased. Services by the manufacturer are not controlled by NTS and are thus not part of the maintenance obligation. The same is valid for physical components where software is installed, if no separate NTS maintenance agreement has been concluded.

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

NTS SUPPORT LEVEL FOR ASCOM* BASED ON DIRECT SUPPORT**	BASIC Support	STANDARD Support
	8x5	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	•	•
Repair of defective hardware in accordance with the manufacturer's conditions***	•	•
Communication with the manufacturer and coordination of the hardware repair	•	•
On-site commissioning of repair hardware by the manufacturer****		○
Fault analysis and fault repair by remote assistance		•
Provision of software releases		•
Manufacturer's escalation if required in the event of failure		•

* Support also applies to the software associated with the hardware. NTS support is only available for IP Dect transmitters, gateways and handsets as well as the associated device management.

**This support does not include manufacturer direct support (Bronze Premium, Silver or Gold). This must be purchased separately.

***In the event of a repair, neither NTS nor the manufacturer will provide a replacement device; the purchase of replacement devices in the event of a repair is the sole responsibility of the customer.

****This service is not included and can be purchased as an option.

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

NTS SUPPORT FOR F5 HARDWARE*	BASIC Support			STANDARD Support		
	10x5xNBD	24x7xNBD	24x7x4	10x5xNBD	24x7xNBD	24x7x4
Telephone Support Hotline	•	•	•	•	•	•
E-mail support Hotline (support@nts.eu)	•	•	•	•	•	•
Operating hours from Monday to Friday 8am to 6pm	•			•		
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	•	•	•	•	•	•
Manufacturer's escalation if required in the event of failure				•	•	•

*Partner support is included with this support.

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

NTS SUPPORT FOR F5 VIRTUAL EDITION UND SOFTWARE*	BASIC Support		STANDARD Support	
	10x5	24x7	10x5	24x7
Telephone Support Hotline	•	•	•	•
E-mail support Hotline (support@nts.eu)	•	•	•	•
Operating hours from Monday to Friday 8am to 6pm	•		•	
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)	•	•	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)	•	•	•	•
Manufacturer's escalation if required in the event of failure			•	•

*Partner support is included with this support.

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

NTS SUPPORT LEVEL FOR F5 HARDWARE BASED ON DIRECT SUPPORT	STANDARD Support	
	10x5	24x7
Telephone Support Hotline	•	•
E-mail support Hotline (support@nts.eu)	•	•
Operating hours 24 hours/day, 365 days/year		•
Operating hours from Monday to Friday 8am to 6pm	•	
2 hours response time for critical problems during operating hours	•	•
4 hours response time for non-critical enquiries	•	•
Exchange of defect hardware according to the standards of the manufacturer*	•	•
Communication with the manufacturer and coordination of hardware exchange*	•	•
Fault analysis and fault repair by remote assistance*	•	•
Manufacturer's escalation if required in the event of failure*	•	•

*Authorisations and access must be provided by the customer

Detailed definition of the features
can be found under "General Support Terms and Conditions" in www.nts.eu/en/agb/

NTS SUPPORT LEVEL FOR F5 SOFTWARE BASED ON DIRECT SUPPORT	STANDARD Support	
	10x5	24x7
Telephone Support Hotline	•	•
E-mail support Hotline (support@nts.eu)	•	•
Operating hours 24 hours/day, 365 days/year		•
Operating hours from Monday to Friday 8am to 6pm	•	
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*	•	•
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)	•	•
Manufacturer's escalation if required in the event of failure*	•	•

*Authorisations and access must be provided by the customer

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

NTS SUPPORT LEVEL FOR F5 SUBSCRIPTIONS	BASIC Support	STANDARD Support
	24x7	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		•
Softwarereleases will be made available if required	•	•
Introducing software releases in case of a malfunction		•
Systems Engineer on site on request in the event of failure		•
One-time subscription review workshop in the first year*		•
E-mail notification for important Security Advisor information	•	•
Manufacturer´s escalation if required in the event of failure		•

* Included with Distributed Cloud Subscriptions

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

NTS SUPPORT LEVEL FOR ALTICE LABS HARDWARE & SOFTWARE*	BASIC Support	STANDARD Support
	8x5	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	•	•
Repair of defective hardware in accordance with the manufacturer´s conditions**	•	•
Communication with the manufacturer and coordination of the hardware repair	•	•
Provision of software updates and upgrades for hardware components***	•	•
On-site commissioning of hardware repair		•
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		•
Manufacturer's escalation if required in the event of failure		•

* Applies to Altice Labs Central Office Equipment (OLTs) and associated Altice Labs software. End-user support and devices are not included.
** The repair process by the manufacturer may take several business days.
In the event of a repair, neither NTS nor the manufacturer will provide a replacement device. It is solely the customer's responsibility to procure replacement devices in the case of a repair.
*** Subject to a valid software maintenance contract. Altice Labs requires access to customer networks and devices (remote access).

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

NTS SUPPORT LEVEL FOR OPENGEAR APPLIANCES*	BASIC Support	STANDARD Support
	8x5	8x5
Telephone support hotline	•	•
E-mail support hotline (support@nts.eu)	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	•
4 hours response time for critical problems during operating hours	•	•
Next-Business-Day response time for non-critical enquiries	•	•
Exchange of defect hardware according to the standards of the manufacturer**	•	•
Communication with the manufacturer and coordination of hardware exchange	•	•
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		•
Manufacturer's escalation if required in the event of failure		•

* The NTS support is based on Opengear warranty in accordance with the manufacturer's warranty terms. NTS support also applies to the software associated with the hardware.
In order to receive NTS services (including technical support and the ability to download and install software updates), the appliances must be under warranty.
Manufacturer direct support (Opengear Premium Technical Support) is not included.

** As part of the warranty, the manufacturer will send a replacement device. Shipping may take several business days, depending on the location. During this period, neither NTS nor the manufacturer will provide a rental device. The procurement of rental/replacement devices to bridge the gap during an exchange is the sole responsibility of the customer.

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

NTS SUPPORT LEVEL FOR OPENGEAR LIGHTHOUSE SOFTWARE SUBSCRIPTION*	BASIC Support	STANDARD Support
	8x5	8x5
Telephone support hotline	•	•
E-Mail Support Hotline (support@nts.eu)	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	•
4 hours response time for critical problems during operating hours	•	•
Next-Business-Day response time for non-critical enquiries	•	•
Softwarereleases will be made available if required	•	•
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		•
Introducing software releases in case of a malfunction***		•
Manufacturer´s escalation if required in the event of failure		•

* NTS support is based on the Opengear subscription in accordance with the manufacturer's terms.
In order to receive NTS services (e.g., technical support), the software must be under subscription.
Manufacturer direct support (Opengear Premium Technical Support) is not included.
** Included for support prices starting at €5,000, excluding the net subscription fee per purchased subscription support per year.
*** NTS will perform the services if the manufacturer or product allows for it.
NTS's maintenance obligation applies only to those Opengear subscriptions for which NTS maintenance has been purchased. The availability of the cloud and the database used is beyond NTS's control and, therefore, not part of the maintenance obligation. This also applies to the physical components on which the software is installed. Furthermore, the Opengear open-source software and third-party software used do not fall under NTS's maintenance obligations.

To ensure support, NTS must be granted access to the relevant administrative platform.

Third-level escalation to the manufacturer is only possible on an 8x5 basis, regardless of the selected maintenance level. This does not apply to fundamental issues with the respective infrastructure.

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

NTS SUPPORTLEVEL FOR IMAGICLE SUBSCRIPTIONS (Cloud und On-Prem)	**STANDARD 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	•	•

* 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.

For Cloud Licenses/Subscriptions only: 100% managed by, always using the latest version of the Imagicle UCX Platform.

The maintenance obligation of NTS only pertains to those Imagicle 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 Imagicle 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 PROXMOX VE SUBSCRIPTIONS	**BASIC Support**
	8x5
Telephone support hotline	•
Email support hotline (support@nts.eu)	•
Operating hours Monday to Friday, 9 am to 5 pm	•
2 hours response time for critical problems during the operating hours	•
4 hours response time for non-critical inquiries	•
Fault analysis and troubleshooting at the hourly rate*	❍

* Fault analysis and fault repair will be invoiced at cost via service contingent.

Support for VMs is excluded. A prerequisite for the provision of this service is an active, separately purchased Proxmox VE subscription at the 'Basic', 'Standard' or 'Premium' level.

The annual ticket quota for the Basic or Standard subscription is the customer's responsibility. Once this quota has been fully utilised, NTS will not be able to open any further manufacturer support tickets.

In order to provide support, NTS must be granted access to the relevant administration platform.

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

NTS SUPPORT FOR AUDIOCODES HARDWARE BASED ON DIRECT SUPPORT*	STANDARD 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	•	•
Exchange of defect hardware Next-Business-Day **	•	•
Communication with the manufacturer and coordination of hardware replacement	•	•
Fault analysis and fault repair by remote assistance	•	•
Systems engineer on site on request in the event of failure	•	•
On-site commissioning of exchange hardware	•	•
Provision of software releases	•	•
Installation of Maintenance and Minor Software Releases in the event of failure ***	•	•
Manufacturer's escalation if required in the event of failure	•	•

* For Session Border Controllers in hardware configuration and analog gateways.
** Defects must be reported to AudioCodes by 13:00 in order for the replacement device to be shipped within one working day. If reported after 13:00, shipment will take place on the next working day.
*** Performed by NTS, provided that the option is available from the Manufacturer or the product.
In order to ensure support, NTS must be granted access to the respective administration platform.

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

NTS SUPPORT FOR AUDIOCODES VIRTUAL EDITION BASED ON DIRECT SUPPORT*	STANDARD 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	•	•
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)	•	•
Manufacturer's escalation if required in the event of failure	•	•

* For Session Border Controller as a virtualized appliance

The maintenance obligation of NTS only pertains to those AudioCodes 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 AudioCodes 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 FOR AUDIOCODES SUBSCRIPTIONS BASED ON DIRECT SUPPORT*	STANDARD 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	•	•
One-time subscription review workshop in the first year **	•	•
Fault analysis and fault repair by remote assistance	•	•
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***	•	•
Manufacturer's escalation if required in the event of failure	•	•

* For Session Border Controller hardware or as a virtualized appliance
** Included when the support fee is € 5,000 net or higher - exclusive of the subscription fee per purchased subscription support per year.
*** Performed by NTS, provided that the option is available from the Manufacturer or the product.

The maintenance obligation of NTS only pertains to those AudioCodes 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 AudioCodes 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 INFOBLOX HARDWARE BASED ON DIRECT SUPPORT	**BASIC Support**	**STANDARD Support**
	8x5xNBD	**8x5xNBD**
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	•	•
Exchange of defect hardware Next-Business-Day	•	•
Shipping of exchange hardware	•	•
Provision of software updates and upgrades for hardware components	•	•
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		•
Installation software releases in case of a malfunction		•
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 INFOBLOX SUBSCRIPTIONS	BASIC Support	STANDARD Support
	8x5	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	•	•
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		•
Systems engineer on site on request in the event of failure		•
Installation software releases in case of a malfunction		•
Manufacturer's escalation if required in the event of failure		•

The maintenance obligation of NTS only pertains to those Infoblox subscriptions where NTS maintenance has been purchased. The availability of the Cloud, in which Infoblox can be installed too 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.

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

12. FEATURE DEFINITION

12.1. 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-WT0818	Operating hours from Monday to Friday 8am to 6pm	The NTS OC is available to take enquiries from Monday to Friday from 8am to 6pm (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).

12.2. 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.
4hRkP	4 hours response time for critical problems during operating hours	Response time "4 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.
NBDRnkP	Response time for NBD for non-critical issues during the operation time	The processing of the request will begin, by a qualified technician, at the latest on the next business day after the report of a non-critical problem to the NTS OC. 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.

12.3. 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-4h-MC	Exchange of defect hardware within 4 hours during specified operating hours (Dell Mission Critical)	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. For INFOBLOX Support: NBD replacement hardware is provided if it is located within the geographical coverage area of Infoblox depots. For Infoblox Depot locations refer to www.infoblox.com/support/.
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
SLA-HWT-HST	Exchange of defect hardware according to the standards of the manufacturer	Exchange of defect hardware according to the standards of the manufacturer. Hardware maintenance is not included in the NTS service and is performed according to the separate maintenance conditions of the manufacturer that have been directly agreed upon with the manufacturer. For DNX and Opengear, please note that the manufacturer's warranty is included. For Cisco Unified Licensing, please note that the manufacturer warranty is included in the subscription.
LuHWT-OS-NTP	Delivery and replacement of defective hardware on site by Netapp	Defective hardware is replaced by Netapp directly on site. Exchange of defect hardware according to the standards of the manufacturer. Hardware maintenance is not included in the NTS service and is performed according to the separate maintenance conditions of the manufacturer that have been directly agreed upon with the manufacturer.
HST-KOM-KOR	Communication with the manufacturer and coordination of	NTS takes over the communication with the manufacturer in the event of a technical fault regarding troubleshooting and

	hardware exchange	coordinating the hardware swap.
Rep-HW-Hst	Repair of defective hardware in accordance with the manufacturer's conditions	The repair of the faulty hardware is subject to the manufacturer's conditions as it is directly undertaken by the manufacturer. A replacement device is neither provided by NTS nor by the manufacturer. For Altice Labs, the following applies: Diagnosis and repair costs are charged separately, depending on the warranty status of the device. Repairs are guaranteed only for repairable, non-obsolete products. For EOL (End-of-Life) products, repairs will only be performed if replacement components are available. A replacement is provided only if the defective device can no longer be economically repaired. Please note that warranty coverage is included by the manufacturer.
HST-KOM-KOR-Rep	Communication with the manufacturer and coordination of the hardware repair	NTS takes over the communication with the manufacturer and coordinates the repair of the hardware.
VORINHST-REP	On-site commissioning of repair hardware by the manufacturer	The manufacturer puts the repair hardware in operation on site. This service is solely conducted according to the manufacturer's conditions and it is not subject to the influence of NTS.

12.4. 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.
SWR	Provision of software releases	Softwarereleases will be made available if required.
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. From 01/01/2025 this function will be replaced by NTS monitoring for new sales and renewals.
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.

12.5. 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 defined as an any location within a 2-hour drive from a central NTS hub (Graz, Vienna, Linz, Innsbruck, Friedrichshafen). The 2-hour estimate assumes ideal conditions, as factors like traffic jams and roadworks are beyond NTS's control. Outside of the NTS service area, a technician of the customer will be instructed by an NTS engineer in order to support during troubleshooting if necessary.
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.
FSnA	Error analysis and troubleshooting established on a time basis	Error analysis and troubleshooting will be invoiced according to the service contingent. Conditional to an appropriate system configuration, a "fault" is understood as a deviation of the function of the maintained device from the description in the data sheet of the manufacturer. An action to resolve an issue could also consist of the referral to the support of the manufacturer.
SLA-ES	E-mail support Hotline	Support enquiries can be e-mailed to support@nts.eu. Please

	(support@nts.eu)	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
SLA-TS-UL	Telephone Support Hotline 24x7	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 Where possible and economically viable, NTS aims to respond to inquiries within 60 minutes. In principle, services can be provided outside the agreed support operating hours. For calls outside the agreed operating hours, a flat rate for standby will be charged as stated on the website.
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	The replacement part will be commissioned on-site, at the address defined in the maintenance contract, by an NTS engineer or an engineer contracted by NTS. For locations outside the NTS service area, the replacement part will be commissioned at the address defined in the maintenance contract by a customer representative under remote guidance from an NTS engineer. The NTS catchment area is defined as an any location within a 2-hour drive from a central NTS hub (Graz, Vienna, Linz, Innsbruck, Friedrichshafen). The 2-hour estimate assumes ideal conditions, as factors like traffic jams and roadworks are beyond NTS's control.
VORIN-NTS-REP	On-site commissioning of hardware repair.	The repaired hardware will be recommissioned on-site, at the address defined in the maintenance contract, by an NTS engineer or an engineer contracted by NTS. For locations outside the NTS service area, the replacement part will be recommissioned at the address defined in the maintenance contract by a customer representative under remote guidance from an NTS engineer. The NTS service area is defined as a maximum of 2 driving hours from a central NTS location (Graz, Vienna, Linz, Innsbruck, Friedrichshafen). The 2-hour driving time assumes optimal traffic conditions. Traffic jams, construction sites, etc., are beyond the control of NTS.
EMC-VORIN	On demand on-site	On demand the replacement part is re-commissioned on site

	commissioning of exchange hardware	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. For DNX please note that the manufacturer´s warranty is included.
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. For Opengear, the following applies: The manufacturer only provides third-level support and is available Monday to Friday between 8 AM and 5 PM CET. The first response to email inquiries will be provided within 8 business hours. This means that escalations outside of business hours will be addressed by the manufacturer "on the next business day."

12.6. 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.
EVSAA	E-mail notification for important Security Advisor information	F5 sends out so-called "Security Advisories" when critical security problems ("bugs") occur in the hardware or software of F5 products. NTS engineers analyse and evaluate these Advisories, and send them out with detailed information as newsletters.

12.7. 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.

12.8. SPECIAL SUBSCRIPTION FEATURES

SUB-REV-JA1	One-time subscription review	From a support fee excluding subscription fee of € 5,000 net

	workshop in the first year*	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.

12.9. 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.

12.10. NTS INVENTORY4ALL FEATURES

I4ALL-INV	NTS INVENTORY4ALL: Inventory	Daily inventory and collection of technical data of all devices maintained in the inventory. By default, complete inventory jobs (Inventory incl. Config Backup jobs) are triggered daily at 3:00 am in the local time zone (location).
I4ALL-CONBACKUP	NTS INVENTORY4ALL: Config Backup	Daily configuration backups (respectively running config and startup config) of the supported device types for devices that are managed in the inventory. By default, complete inventory jobs (Inventory incl. Config Backup jobs) are triggered daily at 3:00 am in the local time zone (location).
I4ALL-EAUP1	NTS INVENTORY4ALL: EA Level Upgrade Level 1	Activation of the Inventory Level 1 functional scope for supported devices managed in I4ALL in the NTS portal (I4ALL-INV) for a fee. Scope of services according to data sheet.
I4ALL-EAUP2	NTS INVENTORY4ALL: EA Level Upgrade Level 2	Activation of the Inventory Level 2 and Config Backup functions for supported devices managed in I4ALL in the NTS portal (I4ALL-INV and I4ALL-CONBACKUP) for a fee. Scope of services according to data sheet.
I4ALL-VULNMOD	NTS INVENTORY4ALL: Vulnerability Modul	Use of the Vulnerability Module function scope in the NTS portal for supported devices. Matching of CVEs (manufacturer) and devices (NTS INVENTORY4ALL) and display. Scope of services according to data sheet.

12.11. SPECIAL NETAPP FEATURES

TRINING-Netapp	Training Netapp Portal	Training Netapp Portal
NTP-MonAS	NTS Monitoring for Netapp Autosupport	Monitoring is carried out with the NTS Caretaker. In the course of Netapp Autosupport monitoring, the following conditions lead to an alarm: • Hardware status (temperature, disks) • Accessibility of the NetApp hardware • Any reboots or failovers • Checking of critical Netapp autosupport events

		Alarms are only sent within the agreed operating time and based on the defined alarm plan. In addition, a further alarm plan for any malfunctions of the NTS Caretaker is defined together with the customer. There is no further processing of autosupport messages via e-mail.

12.12. SPECIAL CISCO EA SERVICE FEATURE

CXCEuE	CX Cloud initial training and introduction	In the one-off CX Cloud training session at the start of maintenance, the possibilities offered by the CX Cloud are demonstrated. At the start of the service, the customer is obligated to grant NTS access to their CX Cloud.

12.13. SPECIAL PALO ALTO CORTEX XDR FEATURE

ON-FSRZ-XDR	Fault analysis and troubleshooting for the XDR Client (functionality and configuration) are conducted via remote access.	*The NTS OC takes over the analysis and elimination of faults on the XDR Client through remote access. Given a correct system configuration, a "fault" is defined as any deviation from the manufacturer's described functionality of the software (Palo Alto Cortex) under maintenance.*