



# SERVICE SPECIFICATION

## NTS SERVICE PORTFOLIO

valid after: April 1<sup>st</sup> 2020

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[office@nts.eu](mailto:office@nts.eu) [www.nts.eu](http://www.nts.eu)

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## NTS SUPPORT CONTRACT – GENERAL TERMS AND CONDITIONS

### 1 CONTENT OF THE SERVICES

NTS provides the maintenance of the components listed in the "Maintenance confirmation" under the provisions of the respectively given maintenance level within the given maintenance period.

The work will be carried out on behalf of NTS exclusively by suitably qualified personnel who are familiar with the components.

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

### 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**

You can also contact us by email under support@nts.eu, 24 hours a day, 7 days a week.

Please note that the transmission of emails can be delayed due to circumstances beyond the control of NTS. Critical enquiries must therefore be made by telephone.

### 3.1 Important information when contacting us

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

#### Administrative details:

- NTS Number of Maintenance Confirmation
- Serial numbers of the affected devices
- Name, e-mail and current telephone number of the contact

#### Incident / enquiry:

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

## 4 OPERATING HOURS

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

### 4.1 Normal working hours

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

### 4.2 Service provided outside of the agreed operating time resp. without maintenance confirmation

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

### 4.3 Response time

The “response time” is understood to be the maximum time between the arrival of a service-related enquiry at NTS pertaining to the system covered by the maintenance agreement and the commencement of work by a qualified NTS employee.

The reaction time is calculated exclusively in the operating time defined within the maintenance confirmation. For calls outside operating hours, the calculation of the response time starts at the same time as the beginning of the operating hours.

## 5 MAINTENANCE REGULATIONS

### 5.1 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.

### 5.2 Hardware replacement within the specified period

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

### 5.3 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.

### 5.4 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.

### 5.5 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.

### 5.6 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.

## 5.7 Change of installation site

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

## 5.8 Software Updates

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

## 5.9 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.

## 5.10 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.

# 6 ESCALATION

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

## 7 SPECIAL RULES FOR CISCO COMPONENTS

### 7.1 Service limitation on reaching the Cisco Last Date of Support (LDoS)

We always recommend replacing all components that have reached or surpassed the Cisco Last Date of Support (LDoS).

The following restrictions of services apply to those components within NTS maintenance level, which have been achieved resp. exceeded by Cisco LDoS:

- Defective hardware is exchanged as fast as possible within two weeks, all further exchange times agreed in the relevant NTS maintenance level do not apply.
- New operating system software updates are no longer available
- No fault incidents can be forwarded to the Cisco Technical Assistance Center (TAC)

### 7.2 Service limitation for Cisco Meraki products

Cisco Meraki products are products with "cloud managed service" from the manufacturer, i.e. they require a licence subscription for these cloud services. Without this subscription (Meraki license) the products cannot be used.

## 8 SERVICE CONDITIONS FOR POOL OF HOURS

All support services within the pool of hours are performed on the customer's request. As a rule all of the customer's members of staff are entitled to request services. A restriction to pre-defined contacts can be arranged on request.

Hours from the pool should be requested no less than three working days before the required date; the request itself can be made by e-mail or by telephone.

Please note that we cannot guarantee any reaction times for support requests through the pool of hours.

Pools of hours and the time credits within them have no expiry date.

The smallest billing unit within a pool of hours is 30 minutes.

When the remainder of a pool of hours falls below the smallest billing unit of 30 minutes, the pool of hours has been used up.

Within the framework of the pool of hours all necessary expenses will be billed. This comprises also research, redirection to the manufacturer's 3rd level support, test set-ups, communication with third parties (e.g. telecoms provider, internet service provider).

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

After the completion of the service you will receive an invoice for the actual expenses based on our time recording.

All working hours and work contents are documented. A written documentation of each billing period can be made available on request.

## 9 NOT INCLUDED WITHIN THE SCOPE OF SERVICES

- All services beyond those in the NTS maintenance level specified in the "Maintenance confirmation".
- Measures for the repair of faults caused by operating errors, other improper handling, technical intervention by the customer or third parties, and as a result of external factors (lightning and damage resulting from force majeure or for example construction dust).
- 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.

## 10 PAYMENT

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

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

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

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

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

## 11 LIABILITY

The liability of NTS is limited to the annual maintenance fee irrespective of the legal basis.

Furthermore, all liability for consequential damages such as data loss and costs arising from power failure is excluded.

### 11.1 Liability for communication systems

All communication systems installed or / and serviced by NTS are protected against misuse in compliance with the present knowledge and state-of-the-art technology. However, a misuse of the system cannot be completely excluded due to technical reasons. Therefore, NTS is not liable for any consequential costs resp. damages in any shape or form incurred by the customer due to a possible intended and / or unintended negligent misuse of the system, in particular not for incurred call fees from so-called "toll fraud" attacks.



Within the sense of giving due warning, we recommend to install continuously updated blocking mechanisms in this context, this is, however, exclusively the customer's responsibility and does not represent a safety feature of the communication system itself, nor is it part of the maintenance confirmation.

## **12 GENERAL REGULATIONS**

All changes and supplements made to the standardised maintenance level require a written agreement, verbal agreements are principally excluded.

Should individual conditions of this maintenance confirmation be or become invalid, this shall not affect the validity of the remaining regulations. In place of the invalid provision, a replacement provision takes effect that approximates as closely as possible the intended purpose of the invalid provision.

### 13 MAINTENANCE CONFIRMATION PARTNER

The present service specifications apply to customers of the NTS group:

NTS Netzwerk Telekom Service AG	
<b>Graz</b> Parking 4, 8074 Raaba-Grambach Tel: +43 316 405 455-0 F: -56	
<b>Wien</b> Trabrennstraße 2B, 1020 Wien Tel: +43 1 867 6776-0 F: -56	<b>Linz</b> Semmelweisstraße 34, 4020 Linz Tel: +43 732 90 84 05-0 F: -56
<b>Innsbruck</b> Grabenweg 3, 6020 Innsbruck Tel: +43 512 90 88 99-0 F: -56	<b>Dornbirn</b> Hintere Achmühlerstraße 1a, A-6850 Dornbirn Tel: +43 512 90 88 99-0 F: -56
<b>Salzburg</b> Strubergasse 28, 5020 Salzburg Tel.: +43 662 90 47 55 F: -56	<b>Klagenfurt</b> Lakeside B03, 2.OG, A-9020 Klagenfurt Tel: +43 463 920909-394 F: -56

NTS Italy SRL
<b>Bozen</b> Via Macello 30, 39100 Bozen / Bolzano Tel: +39 0471 097 700 F: -756

NTS Deutschland GmbH	
<b>Friedrichshafen</b> Bahnhofplatz 1, 88045 Friedrichshafen Tel: +49 7541 40283-30 F: -59	<b>Rosenheim</b> Eduard-Rüber-Straße 7, 83022 Rosenheim Tel: +49 8031 585 9500 F: -29
<b>Leipzig</b> Goerdelerring 9, 04109 Leipzig Tel: +49 3414 65966 – 60 F: -69	<b>Augsburg</b> Viktoriastraße 3b, 86150 Augsburg Tel: +49 821 790 099 F: -60

**NTS Schweiz GmbH**

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**NTS North America Corp**

**Santa Monica**

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**NTS Managed Service GmbH**

**Graz**

Parking 4, 8074 Raaba-Grambach

Tel: +43 316 406 455-0 F: -56

## 14 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	•	•	•	•	•
Exchange of defect hardware Next-Business-Day	•		•		
Exchange of defect hardware within 4 hours during specified operating hours		•		•	•
Shipping of exchange hardware	•	•	•	•	•
On-site commissioning of exchange hardware			•	•	•
Fault analysis and fault repair by remote assistance			•	•	•
Systems engineer on site on request in the event of failure			•	•	•
Provision of software updates and upgrades for hardware components	•	•	•	•	•
E-mail notification for important Cisco Security Advisor information			•	•	•
All NTS support offers for CISCO products are chassis-based and cover all moduled contained in the chassis, insofar as there is no individual support in place for the module. Detailed definitions of the features can be found in Chapter 15 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	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 15 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	•	•	•	•	•	•	•	•
E-mail notification for important Cisco Security Advisor information					•	•	•	•
Detailed definitions of the features can be found in Chapter 15 in this document (Service Specification NTS Service Portfolio).								

SUPPORT LEVEL FOR DELL EMC HARDWARE	NTS STANDARD Support	DELL EMC PRO Support
	24x7xNBD	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 15 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	•	
Introducing 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 15 in this document (Service Specification NTS Service Portfolio).		



SUPPORT LEVEL FOR NETAPP STORAGE	NTS STANDARD Support	NetApp Support Edge Premium
	24x7x4	24x7x4
Telephone support hotline	•	
Email Support Hotline (support@nts.eu)	•	
Operating hours 24 hours/day, 365 days/year	•	
2 hours response time for critical problems during operating hours	•	
4 hours response time for non-critical enquiries	•	
Exchange of defect hardware within 4 hours during specified operating hours (Disks NBD)	•	
Shipping of exchange hardware	•	
Fault analysis and fault repair by remote assistance	•	
Systems engineer on site on request in the event of failure	•	
Autosupport through NTS	•	
Installation of software updates for rectifying occurring errors	•	
Software Support Plan	•	
Access to the NetApp Support Website	•	
Maintenance conditions as specified by the manufacturer		•
Detailed definitions of the features can be found in Chapter 15 in this document (Service Specification NTS Service Portfolio).		

NTS SUPPORT LEVEL FOR PALO ALTO HARDWARE	BASIC Support	STANDARD Support	
	8x5xNBD	8x5xNBD	24x7xNBD
Telephone support hotline	•	•	•
E-mail support hotline (support@nts.eu)	•	•	•
Operating hours Monday to Friday, 9 am to 5 pm	•	•	
Operating hours 24 hours/day, 365 days/year			•
2 hours response time for critical problems during operating hours	•	•	•
4 hours response time for non-critical enquiries	•	•	•
Exchange of defect hardware Next-Business-Day	•	•	•
Shipping of exchange hardware	•	•	•
On-site commissioning of exchange hardware		•	•
Fault analysis and fault repair by remote assistance		•	•
Systems engineer on site on request in the event of failure		•	•
Provision of Maintenance and Minor Software Releases (e.g. Version 2.3 to 2.4)	•	•	•
Provision of Major Software Releases (e.g. Version 2.x to 3.x)	•	•	•
Installation of Maintenance and Minor Software Releases in the event of failure		•	•
Access to the Palo Alto Support website	•	•	•
Manufacturer's escalation if required in the event of failure		•	•
Additional Palo-Alto-subscriptions can be obtained at the relevant manufacturer's conditions, provided a valid existing hardware support. Detailed definitions of the features can be found in Chapter 15 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 15 in this document (Service Specification NTS Service Portfolio). For Meraki cameras, the NTS support is limited on hardware replacement based on the respective manufacturer's maintenance agreement.				

NTS SUPPORT LEVEL FOR NTS CAPTAIN	CAPTAIN Support
	8x5
Telephone support hotline	•
E-mail support hotline (support@nts.eu)	•
Operating hours Monday to Friday, 9 am to 5 pm	•
2 hours response time for critical problems during operating hours	•
4 hours response time for non-critical enquiries	•
Error analysis and rectifying software errors by remote access	•
Installing Hotfixes by NTS in case of an error	•
Making software releases and Hotfixes available	•
One annual software upgrade if requested by the customer	•
Manufacturer's escalation if required in the event of failure	•
Detailed definitions of the features can be found in Chapter 15 in this document (Service Specification NTS Service Portfolio).	

NTS SUPPORT LEVEL FOR CISCO FLEX PLAN SUBSCRIPTIONS	BASIC Support	STANDARD Support	
	8x5	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	•	•	•
Order and subscription handling at the manufacturer	•	•	•
"Ticket handling" information leaflet from NTS	•		
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		•	•
<p>The maintenance obligation by NTS is only applicable to those Cisco components, for which NTS support has been purchased and which are used to access the Webex Cloud (e.g. video endpoints). NTS is not responsible for the availability of the Webex Cloud and is therefore not a part of the maintenance obligation. The same is also valid for connecting components (e.g. switches, router) for which a separate NTS maintenance contract was not concluded.</p> <p>Detailed definitions of the features can be found in Chapter 15 in this document (Service Specification NTS Service Portfolio).</p>			

## 15 FEATURE - DEFINITION

### Operation Hours

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

### Response Time

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

### Hardware Replacement

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

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

### Software Maintenance

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

### 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
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		sites within the NTS catchment area. The NTS catchment area is an area that can be reached by car within a max. of 2 hours from the nearest NTS location (Graz / Vienna / Linz & Salzburg / Innsbruck / Friedrichshafen). Outside the NTS catchment area, a technician of the customer will be guided remotely by an NTS engineer to assist with troubleshooting if needed.
FSRZ	Fault analysis and fault repair by remote assistance	<p>The NTS OC performs fault analysis and repair by remote assistance.</p> <p>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.</p> <p>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.</p>
SLA-ES	E-mail Support Hotline (support@nts.eu)	Support enquiries can be e-mailed to support@nts.eu. Please note that the transmission of emails can be delayed due to circumstances beyond the control of NTS. We therefore recommend that critical enquiries be made by telephone only.
SLA-TS	Telephone Support Hotline	<p>The telephone numbers for the NTS OC are:</p> <ul style="list-style-type: none"> <li>- Austria: +43 810 820 455</li> <li>- Italy: +39 471 097 709</li> <li>- International: +43 316 405 455 20</li> <li>- Germany: +49 7541 4028 340</li> <li>- In case of non-availability: +43 66488499599</li> </ul>
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	<p>If required, the replacement part is re-commissioned on site by an NTS engineer or by an engineer assigned by NTS at the address defined in the maintenance agreement.</p> <p>In the case of Palo Alto maintenance contracts, the on-site commissioning only applies to the NTS-catchment area (*). In the case of locations outside of the NTS catchment area, the spare part will be started up again at the address defined in the maintenance contract by a customer representative with the remote support of an NTS engineer.</p> <p>(*) The NTS catchment area is an area that can be reached by car within a max. of 2 hours from the nearest NTS location (Graz / Vienna / Linz &amp; Salzburg / Innsbruck / Friedrichshafen).</p>
EMC-VORIN	On demand on-site commissioning of exchange hardware	On demand the replacement part is re-commissioned on site by an NTS engineer at the address defined in the maintenance agreement.
EMC-CHOME	"Connect Home" Support	"Connect Home Support" is the functionality of selected EMC products to report faults automatically via email. NTS uses this function if supported by the device.
SLA-HST	Maintenance conditions as specified by the manufacturer	The relevant manufacturer's maintenance conditions apply.
HST-ESK	Manufacturer's escalation if required in the event of failure	If required, malfunctions/failures are passed on to the manufacturer's support organisation.



**NTS Control**

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

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

**Special CAPTAIN Features**

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

**Special Cisco Flex Plan Features**

NTS-SUB-H	Order and subscription handling at the manufacturer	NTS assumes the entire provisioning of the purchased environment in the XaaS portal. Additionally, renewals (auto renewal) and possible conversions to derived products (replace) are undertaken. In case of Enterprise Agreements and Active User models, extensions (modify) will be taken on as well.
NTS-SUB-TH	"Ticket handling" information leaflet by NTS	NTS provides an information leaflet concerning the handling of tickets at the manufacturer. The leaflet supports the customer

		with the independent administration of service tickets at the manufacturer.
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