

Overview of inside Service Levels

Service-level	Service time ¹	Reaction time	Contact method	Basic fee per month	Calculation of enquiry	Scope	Service user	Running time	Billing
S ²	Mo - Fri 09:00 - 17:00	2 WD	@	Included	Free of charge ³	<ul style="list-style-type: none"> Warranty enquiries General enquiries 	Designated contact partner for customer or end-user (customer specified)	None	None ³
M		1,5 WD	@	€ 150	1 hour per month free of charge, €100 per hour thereafter (calculated in 15-minute segments), warranty and general enquiries free of charge	<ul style="list-style-type: none"> Warranty enquiries General enquiries Technical questions Use Rectifying problems and system customer assistance⁴ 		Quarterly with a notice period of 4 weeks	Basic monthly fee paid in advance and outlay paid at the beginning of the following month
L		1 WD	@	€ 250					
XL		4 hours	@	€ 350	1 hour per month free of charge, €80 per hour thereafter (calculated in 5-minute segments), warranty and general enquiries free of charge				
XXL		2 hours	@	€ 500					
On demand call	Mo - Fri 09:00 - 17:00	Immediately		€ 0	Depending on outlay, €200 per hour (calculated in 15-minute segments)	<ul style="list-style-type: none"> Technical questions Use Rectifying problems and system customer assistance⁴ 	Designated contact partner for customer		

Service add-on	Service time ¹	Reaction time	Contact method	Basic fee per month	Calculation of enquiry	Scope	Service user	Running time	Billing
Extended service time A	Mo - Fri 07:00 - 20:00	Dependent on service level	@	€ 400	Dependent on service level	<ul style="list-style-type: none"> Dependent on service level 	Designated contact partner for customer	12-monthly with a 4 week cancellation period	Quarterly in advance
Extended service time B	Mo - Su 07:00 - 20:00 incl. public holidays	2 hours	@	€ 700	Dependent on service level, on public holidays and WE €150/hour (calculated in 15-minute segments)				
Extended service time C	Mo - Su 00:00 - 23:59 incl. public holidays	1 hour		€ 1,200	Dependent on service level, on public holidays and WE €150/hour (calculated in 15-minute segments), between 20:00 - 07:00 €180/hour (calculated in 15-minute segments)				

Hourly contingency	Service time ¹	Reaction time	Contact method	Basic fee per month	Calculation of enquiry	Scope	Service user	Running time	Billing
contingency A				€ 350		• 5 hours per month incl.	Designated contact partner for customer or end-user (customer specified)	Monthly, with cancellation possible at end of each month	Monthly in advance
contingency B				€ 650		• 10 hours per month incl.			
contingency C				€ 1,200		• 20 hours per month incl.			

1 Central European Time (CET)

2 Hourly contingencies and add-on cannot be used in conjunction with service level S.

3 Only general enquiries (scope of functions etc.) regarding the product and its warranty are free of charge. If no other service exists, all other enquiries (technical or operational) will be charged depending on service outlay at €120 per hour in 15-minute segments.

4 For the hosting of an inside product by inside