

WHEEL CERB AS

Standard service program

General service conditions:

1. Technical support available on workdays between 9:00 am and 5:00 pm.
2. Remote access to the client's system.
3. Access to the fault management system for progress tracking.
4. Software updates.
5. System bug fixes.
6. Access to the product knowledge base.
7. Number of contact personnel – 6.
8. Response time:

Error category	Response time
P1	6 hours
P2	Next workday
P3	Third workday

The integral part of the “standard” service program is the “Technical support terms of service” document.

Premium service program

General service conditions:

9. Technical support available 7 days a week, 24 hours a day (applicable to P1 issues)
10. Extended support hours: Mon-Sat, 8:00 am – 6:00 pm (applicable to P2 and P3 issues).
11. Remote access to the client's system.
12. Access to the fault management system for progress tracking.
13. Software updates.
14. System bug fixes.
15. Access to the product knowledge base.
16. Number of contact personnel – 8.
17. Response time:

Error category	Response time
P1	2 hours
P2	6 hours
P3	Next workday

The integral part of the “premium” service program is the “Technical support terms of service” document.