



NEOX Support Level

FOR PACKETLION, PACKETTIGER & PACKETRAVEN



1) SILVER SUPPORT AND GOLD SUPPORT: INCLUDED SERVICES

| SUPPORT SERVICE | SILVER SUPPORT | GOLD SUPPORT |
|--|----------------|--------------|
| Technical support via ticket system, e-mail and telephone* | ✓ | ✓ |
| Quarterly software updates | ✓ | ✓ |
| Bring-In Guarantee for Hardware Defects** | ✓ | ✓ |
| Advanced Replacement for hardware defects*** | ✗ | ✓ |

* Support requests can be made 24x7 in German and English via our ticket system by e-mail to support@neox-networks.com or by telephone Monday to Friday between 09:00 a.m. and 05:00 p.m., except on German public holidays, on +49 6103 37 666 80.

** Repair or replacement of the product in the event of a fault as quickly as possible after sending in the unit.

*** In the event of a fault, the unit will be replaced in advance on the next business day, taking into account public holidays throughout Germany and in the customer's region. If the fault is reported and a hardware defect is detected by 01:00 p. m., we will usually send a replacement device on the same business day (otherwise on the next business day); in large parts of Europe, this is usually delivered on the next business day by our shipping service provider DHL Express. NEOX NETWORKS GmbH has no influence on the time of delivery from the moment the shipment is handed over to the service provider.

2) SERVICE LEVEL AGREEMENT FOR TECHNICAL SUPPORT

| | |
|---------------|--|
| Response Time | 8 x 5 x 4 (4 hours, Mon - Fri, 09:00 a .m. to 05:00 p.m., GMT+1) |
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The first component of the response time means that the business hours are 8 hours, from 09:00 a. m. to 05:00 p. m. The second component means that the business hours are 5 days per week, from Monday to Friday (except on German public holidays). The third component is the response time of 4 hours.

The response time begins when we receive your support request during business hours. If we receive your support request outside business hours, the response time begins at the start of business hours on the next business day.

If, for example, your support request reaches us on a Monday at 10:00 a. m., we must respond by 02:00 p. m. of the same business day at the latest. If your support request reaches us on a Tuesday at 02:00 a. m., for example, we must respond by 01:00 p.m. of the same business day at the latest (because the response time in this case begins at the start of business hours at 9:00 a. m.).

Ideally, our trained support staff will already provide the solution to your problem during the response time. However, a response can also mean simple feedback from our support team. If an external company, e.g. the manufacturer of the hardware, has to be involved to solve the problem, delays may occur.