



Service Description for the VAM2 Database Application

STANDARD software support service

Suitable for 1 up to 20 licensed user

The STANDARD support program was designed to offer a cost effective solution for small user groups who do not require 365/24/7 support.

Standard support customers can report inquiries and error messages to the VAM2 support from www.weiss-ag.com via our web based [ticket system](#) of Weiss AG.

The representative should be prepared with the following to submit a support ticket:

- Contact name
- Telephone number (direct line)
- E-mail
- Issue related to: fronted; back end; web access; toolkit, others
- Severity of the issue in relationship to the impact of it on the business
- Detailed description of the issue

The VAM2 support then processes a support request as follows:

- Completes ticket in the ticket system
- Assesses the problem
- Assigns the initial priority based upon guidelines and business procedures
- Responds with a solution or assigns the request to next level technical support
- Assigned support personnel will examine the problem and decide the course of action to be taken and responds to the help desk personnel

Establishing Priority

Priority defines the severity of problems and has an impact on the VAM2 support resource engagement time line.

While the VAM2 support representative is logging the support request, the representative and Customer will assess Customer's urgency using the same criteria that define priorities.

These individuals will set initial priority for the support request by using the following guideline:

Priority 1 (urgent):	Complete loss of critical business functions
Priority 2 (high):	High impact; system still runs, but significantly affected usability
Priority 3 (moderate):	Minimal business impact; less important functions are affected
Priority 4 (low):	minor impact leads to (temporarily) impairments, but do not influence the workflow.

Target Response Times

The target response time is the period between the support request (incident, problem or question) of the Customer's help desk to the VAM2 support by opening a ticket in the web based ticket system and the time when the VAM2 support representative acknowledges receipt of the request and begins diagnosing or exploring the issue.

The target response time does not specify when an issue will be resolved. The starting point for the target response time is the opened ticket was first visible during office working times.

Working time, if not otherwise agreed on are 7.30h to 17.30h on German working days.
For details please check out our [contact page](#).

The finishing point is when Weiss AG informs the customer to progress the issue.
From the beginning of the response time Weiss AG is engaged to use their best efforts in ensuring the proper processing of the issue.

Escalation

Escalation is the formal notification of a problem to progressively involve more senior levels of management to enable appropriate actions to be taken to address the problem.

Escalation to the next level will occur whenever the appropriate escalation wait time has expired. The escalation wait time is measured from the time Weiss AG is notified of the problem. Each time a problem is escalated, it will be to the next level upwards. At the time of escalation, Weiss AG will contact the customer with an update on the estimated time to resolve the problem.

Escalation levels and response times in accordance with the priority mentioned before are defined as follows:

Escalation Level A	Priority 1	Priority 2	Priority 3	Priority 4
Response Time VAM2 Support	Within 30 min	Within 60 min	Within 6 hours	Within 12 hours



Escalation Level B	Priority 1	Priority 2	Priority 3	Priority 4
Response Time Technical Support Team	Within 120 min	Within 240 min	Within 12 hours	Within 48 hours



Escalation Level C	Priority 1	Priority 2	Priority 3	Priority 4
Response Time Duty Manager	Within 240 min	Within 480 min	Within 120 hours	Within 120 hours



Escalation Level D	Priority 1	Priority 2	Priority 3	Priority 4
Response Time CEO	Within 600 min	-	-	-

Updates

Updates will be provided subject to availability by electronic delivery, download access or data carrier. Updates are subsequent versions of the contractual software, which will be provided on the same platform. Updates shall mean updated versions of the program, which include error correction, bug fix, improvements of performance and minor, but not substantial extensions of functions of the program for which the number to the right of the second decimal point is increased (e.g.: 2.2 to 2.3).