Service Level Agreement - SC201603211766

Version 01

Company:	New Customer Inc.
Street:	5201 Blue Lagoon Drive
Zip Code / City:	21000 Miami
Country:	COTE D'IVOIRE

Hereinafter called „CUSTOMER"

and

Company:	OTRS AG
Street:	Norsk-Data-Straße 1
Zip Code / City:	61352 Bad Homburg
Country:	GERMANY

Hereinafter called „CONTRACTOR"

Service Level Agreement

Contract Level	Basic
Services	
Initial Assessment	Yes
Exclusive access to OTRS Feature Add-Ons	Yes
Included OTRS Feature Add-Ons ***	2
Porting of OTRS Feature Add-Ons	Yes
Qualified Bug Reviews (per contract period)	1
Remote Patch Level Updates (within agreed SLW *)	--
Remote Minor Release Updates (within agreed SLW *)	--
Remote Security Updates (within agreed SLW *)	--
Remote Major Release Updates (within agreed SLW *)	--
Discount on Custom OTRS Developments	--
Support for OTRS Generic Interface (per contract period)	--
Discount on Migration of OTRS Custom Developments	5%
Discount on Consulting day-rate	0%
Exclusive Access to Webinars	Yes
Discount on Public OTRS Trainings	30%
Resolution and Service	
Service Level Window (SLW) *	Mon. - Fri. 9:00am - 5:00pm Except public holidays *
Permitted Service Requests (per contract period)	20
Max. Response Time in SLW ... Critical Impact Incidents	4 hrs.
Max. Response Time in SLW ... Medium Impact Incidents	1 day
Max. Response Time in SLW ... Low Impact Incidents	2 day
Max. Resolution Time for Incidents with Critical Impact	--
Exclusive Customer Phone Support	--
Supported Releases	Last 2 Minor Releases
Added Value Consultative Services	
Scheduled On-site Consulting Visits	Optional **
Scheduled OTRS Environment and Performance Reviews	Optional **
Technical Account Manager	--

*) CET
**) Option. For pricing information please contact sales@otrs.com.
***) Please notice, that not all OTRS Feature Add-Ons are compatible with each other (https://www.otrs.com/software/otrs-feature-add-ons/).
****) Per contract period you get a voucher for a Public OTRS Training for 2 persons.

System Registration	
Registration	- All OTRS systems supported by this signed Contract shall be required to register via the OTRS System Registration and regularly update the System Registration each time a Service Request is filed in the OTRS Portal.

Specifications of the Services	
Response Time	- The Response Time starts immediately with a submission of an incident report (i.e. and outage of your OTRS system) or a service request (request for functional or technical advice and service) in the OTRS Service Portal. - For Basic service or Professional service: If a request arrives outside the Service Level Window (SLW), the response time starts at the beginning of the next SLW of the according service.
Resolution Time	- For Enterprise service customers facing a critical problem with OTRS: The Resolution Time starts immediately with submission of an incident report or service request in the OTRS Service Portal. - For adherence of the Resolution Time limit, it is essentially required for the customer to provide OTRS all information with the submission of such incident report or service request (i.e. status information on the affected OTRS instance, log files, etc.) which is helpful to analyse the root cause and to let the OTRS support experts resolve the problem in a timely manner. - The customer contacts are required to assist the OTRS support experts and to cooperate at best effort. For accelerated resolution OTRS may contact the customer contacts by phone and/or may ask for remote access to the affected systems if applicable. - OTRS will conduct remote support compliant to the customer's security or data privacy policies.
Impact Level Definition	- Level 3 - Critical Impact: Represents a critical problem in the customer's OTRS system. Examples include: complete loss of service even after a restart has been performed, production systems that are crashed, or a production system that hangs indefinitely. No workaround is available. The customer and his complete staff cannot continue essential operations. - Level 2 - Medium Impact: Represents a medium impact problem in the customers' OTRS system. Essential operations are seriously disrupted, but a workaround exists, which allows continued operations. Only some groups of the customers staff are affected. - Level 1 - Low Impact: Represents a lower impact problem in the customer's OTRS system, that involves a partial or limited loss of non-critical functionality, or some other problem involving no loss in functionality. Also included are all problems that affect the common usage of the system and only certain members of the staff. Moreover, general usage questions and recommendations or requests for new products or features, enhancements or modifications belong to this level. There is no impact on the quality or performance in a production system.

Services	
Assessment	- Initial consulting with an OTRS specialist at the beginning of your service period to assess and document the status of your OTRS deployment.
Feature Add-Ons	- Depending on your service plan, you can choose OTRS Feature Add-Ons to be included in your Contract at no extra charge. - Additional OTRS Feature Add-Ons are available for purchase exclusively by Contract customers at special prices. - OTRS Feature Add-Ons purchased will be ported to the next patch or minor release level during the term of your Contract.
Qualified Bug Reviews	- According to your Service Plan you can report us an amount of bugs that are critical to your business. - Qualified Bug Reviews will be done by our developers. - Contract customers will quickly receive a patch for any reviewed and confirmed bug.

Patch Level Remote Updates	- Service customers (level Professional and upwards) receive updates for the last two minor OTRS releases when an OTRS patch level is released. - Updates are installed remotely if applicable.
Remote Security Patch Updates	- In case of any security-related issues, Contract Customers will receive a Security Advisory announcement at the same time as any distributor of OTRS packages (e.g. Red Hat, SuSe, etc.) will receive the announcement. The announcement provides relevant information regarding identified security threats. Immediately after a security patch is available Contract customers will be informed and their system will be updated (on demand).
Remote Minor Release Updates	- Within a contract term, we will provide and remotely install up to two OTRS minor release updates on your OTRS systems, if remote access is applicable. - Minor Release Updates are included for the latest two minor OTRS releases only.
Remote Major Release Updates	- Professional and Enterprise Customers get one release-upgrade within their contract period.
Discount on Migration of OTRS Custom Developments	- Service customers with individual code enhancements that have been programmed by OTRS Group receive a discount on any ported features (e.g. during a release upgrade).
Development Support for GI	- Professional support from our developers in technical issues regarding the integration of third-party systems in OTRS by Generic Interface.
Discount on OTRS Custom Developments	- Service customers receive a discount on any development that is ordered at and confirmed by OTRS Group within a contract term.
Additional OTRS Contract	- Service plans include support for 1 application database only. - Additional OTRS Environments are required for customers who want to run OTRS solutions on more than one system each using their own application DB.
Accessibility	
Support Contacts	- You may appoint two (2) named contacts to submit incident reports and service requests on behalf of your organization. - Please provide phone information to let our support experts contact you for accelerated resolution of incidents or service requests.
OTRS Service Portal and Emergency Phone Support	- Easily submit service requests to our team through the OTRS Service Portal, available 24/7/365. - Receive a transparent view of request status at any time. - Reduce time in receiving support by uploading helpful information like specifications or log-files with your request. Requests can be tracked, prioritized and closed in the OTRS Service Portal. All incident reports and service requests must be submitted through the OTRS Service Portal in order to guarantee the agreed response times and resolution times (applicable for Enterprise Service). Upon submitting a request, you will receive a ticket number that should be used in all further communications regarding your request. - All updates having an impact on the associated Service Levels and related response/resolution times must be submitted through the OTRS Service Portal.
Scheduled On-site Consulting Visits	- Consultative Services are a proactive approach designed to plan and build your OTRS solution based on our best-practices and to help you avoid critical outages during the production phase. - Our functional and technical consultants visit you on-premise for OTRS related workshops, evaluation, functional and technical design, implementation, installation, migration, reviews and training. - Especially for larger-scale projects we offer extensive process design and project management expertise.
Scheduled OTRS Environment and Performance Reviews	- If you would like OTRS expert advice on platform selection and server configuration targeting your unique usage patterns, we can review your OTRS configuration and system information, server and and OS configuration, or platform selection to make recommendations for optimal performance.

Technical Service Manager	- A dedicated Technical Account Manager is assigned for you taking care of specific demands and service requirements regarding OTRS.
Phone-Support	- Professional and Enterprise Service customers additionally have exclusive phone access to support. Your Support Hotline: --
Contacts	Escalations shall be addressed to: Christopher Kuhn Chief Operations Officer Tel.: +49 (0) 6172 681988-0 (no service hotline!) E-Mail: servicemanagement@otrs.com