



Service Level Agreement

Support & Maintenance — RIM, PIM, DPP

Version / Effective Date:	Stand 01.01.2026
Licensor (Contracting Entity):	mediatec.net Switzerland AG
Group:	mediatec.net Group
Document Classification:	Legal Document
Language:	English

Table of Contents

Table of Contents	1
1. Scope	2
2. Support Availability	2
3. Incident Classification	2
4. Support Channels	3
5. Customer Obligations	3
6. Maintenance	3
7. Version Support	3
8. Exclusions	3
9. Changes	4

1. Scope

This SLA defines the service levels for support and maintenance of Mediatec Software (RIM, PIM, DPP).

2. Support Availability

Standard Support Hours:

- Monday – Friday
- 9:00 – 17:00 (local business hours)
- Excluding public holidays

Optional 24/7 support available upon agreement.

3. Incident Classification

Severity 1 – Critical	
Description	• System unavailable • Data loss or corruption • No workaround
Response Time	4–8 hours
Target Resolution	As soon as commercially reasonable

Severity 2 – Major	
Description	• Major functionality impaired • No acceptable workaround
Response Time	8–16 hours
Target Resolution	Next patch or fix

Severity 3 – Minor	
Description	• Limited functionality impact • Workaround available
Response Time	1–2 business days
Target Resolution	Future update

Severity 4 – Request	
Description	• Feature requests / questions
Response Time	Handled as standard support

Target Resolution	Handled as standard support
-------------------	-----------------------------

4. Support Channels

- Ticket system (preferred)
- Email
- Phone (critical cases)

5. Customer Obligations

Customer must:

- Provide detailed error descriptions
- Ensure reproducibility
- Provide system access if required
- Maintain backups

Failure may delay resolution.

6. Maintenance

Includes:

- Bug fixes
- Updates
- Minor improvements

Excludes:

- Custom developments
- Third-party issues

7. Version Support

Support applies only to:

- Current version
- Previous version

Older versions:

- Limited support
- May require upgrade

8. Exclusions

No SLA applies to:

- Third-party systems

- Customer misconfiguration
- Unsupported environments

9. Changes

Company may update SLA with reasonable notice.