

GENERAL DESCRIPTION OF SUPPORT

The Service Desk is the single point of contact for customers for all support matters. It can be contacted by telephone or e-mail:

On-call time	Monday – Saturday (24 hours)
Business hours	Monday – Friday (8 AM to 5 PM)
E-mail	support@nexellent.ch
Telephone	+41 44 872 20 20

Outside business hours and bank holidays	
Telephone	+41 44 872 20 20

1 Support Level

Depending on the support level, support services may be positioned and used with guaranteed reaction times at different times. Reaction time refers to a fixed, contractually defined time period within which the support employee contacts the customer after receipt of an error message or change.

Level Basic 8x5	Business hours
Number of support tickets	*unlimited
Reaction during business hours	Less than two hours
Provisioning fee	150/month
Hourly support rate	CHF 180/hour

If an urgent support issue is resolved outside business hours, an invoice is issued for a one-time charge of CHF 500.

Level Pro 24x7	Around the clock
Number of support tickets	*unlimited
Reaction during business hours	Less than two hours
Reaction outside business hours	Less than four hours
Provisioning fee	350/month
Support rate during business hours	CHF 180/hour
Support rate outside business hours	CHF 320/hour
Level VIP	On request

The smallest unit used to calculate the cost is 30 minutes.

2 Microsoft Office 365 Azure

As part of the Microsoft Cloud Solution Provider (CSP) partnership, Netrics is responsible for providing first level support for Microsoft Office 365 and Azure services. Netrics Support acts as the central point of contact and is thereby responsible for recording the support case, including the solution to the problem. Netrics Support can also involve Microsoft Support experts when necessary. First level support is exclusively provided for products that Netrics offers within the scope of a service agreement. Microsoft services or subscriptions that are only provided within the scope of licence provisioning are not part of first level support and can be passed on to Microsoft Support. Service interruptions due to faults in Microsoft online services (such as Exchange, SharePoint or Skype for Business) do not fall under Netrics area of responsibility. In these cases, Netrics first level support will receive the customer ticket and contact Microsoft regarding fault clearance. If desired, Netrics can arrange for a Microsoft Support employee to directly contact the customer's administrator. Netrics will not bill for the effort it requires to address these types of problems.

Extended Microsoft Advanced Support

In the event of critical faults in Microsoft online services, a quick response is often necessary. For this reason, faults with critical and/or medium impact can be prioritised as part of the partnership agreement in place between Netrics and Microsoft.

Critical faults (critical impact) – occur when Microsoft online services (or parts thereof) are completely down. They are subject to a two-hour response time after Netrics reports the problem to Microsoft. To process critical faults as quickly as possible, Netrics can arrange direct communication between the customer's IT administrator and Microsoft.

Medium faults (medium impact) – These occur when online services (or parts thereof) are only available within a limited scope, but the general functionality is still intact (for example, there is a fault in Exchange online protection, but e-mail correspondence still works). They are subject to a four-hour response time after Netrics reports the problem to Microsoft.

Microsoft Advanced Support	
Reaction time – critical	Two hours
Reaction time – moderate	Four hours
Provisioning fee	100/month

Netrics processes faults in accordance with your chosen support level: Basic, Pro, or VIP.

3 Change Request

Typical examples of change requests are changes to firewall configuration, VPN, DNS, upgrades/downgrades of software versions or hardware modifications. Change requests also include mutations in hardware and software configurations, additional installations, version updates and security configurations which are to be carried out by Netrics on behalf of the customer and are not due to faulty service provision on the part of Netrics. After the change has been successfully implemented, the customer is notified, and the change ticket is closed. Please send change requests via e-mail to change@nexellent.ch.

Change requests are processed in keeping with the contractual reaction time and billed at CHF 195 per hour during business hours and CHF 320 per hour outside business hours.

An emergency change request can only be made by telephone and must also be confirmed in writing.

4 Unlimited support

Unlimited support refers to the number of fault tickets and/or change tickets that a customer can create and manage in the ticket system during the contract term. In the case of support tickets (disruption of service), invoices are only issued for work not connected with a general fault in the Netrics service platform.

5 Support Access Rights

Support requests and change requests can only be processed seamlessly by Netrics if they are submitted by an authorised employee. The customer assigns the necessary authorisation and informs Netrics of the assignment by signing the contract no later than at service handover.

The Change List Manager: The Change List Manager (CLM) is an approved signatory (CEO, CTO, CIO) who is appointed by the customer once an agreement has been concluded. The CLM is therefore the highest authority on the part of the customer and is entitled to designate employees who are allowed to submit change requests to Netrics.

The Authoriser: Authorisers are entitled to submit change requests to Netrics. Requests are qualified by Netrics and generally processed without the need for further consultation. The Authoriser receives a notice of completion via e-mail once the request has been completed.

6 Maintenance Work

Maintenance work that entails a service interruption is conducted at night within predefined maintenance windows between 10:00 pm and 6:00 am CEST and is announced to the customer ten business days in advance in an e-mail sent to the customer contact designated in the framework contract or contact form.

Netrics reserves the right to change the times for predefined maintenance work unilaterally. Urgent work that absolutely must be performed on short notice to prevent service interruptions may be performed by Netrics at any time and in individual cases even without advance notice.

7 Support Matrix

	Support Basic			Support Pro		
	Cloud	Network	Colo	Cloud	Network	Colo
General support availability 24x7	✓	✓	✓	✓	✓	✓
unlimited support	✓	✓	✓	✓	✓	✓
Access to ticketsystem	✓	✓	✓	✓	✓	✓
Support business hours	✓	✓	✓	✓	✓	✓
Support non business hours	-	-	-	✓	✓	✓
Dedicated Account Manager	-	-	-	✓	✓	✓
Dedicated support email address	-	-	-	✓	✓	✓
Reaction time business hours	< 2h	< 2h	< 2h	< 2h	< 2h	< 2h
Reaction time non business hours	-	-	-	< 4h	< 4h	< 4h
ongoing network & backbone optimization	✓	✓	✓	✓	✓	✓
Access to VMware engineers	✓	-	-	✓	-	-
Access to Microsoft engineers	✓	-	-	✓	-	-
Datacenter access management	-	-	✓	-	-	✓
Datacenter Express access <2 hours	-	-	-	-	✓	✓
one hour Remote Hands per month	-	-	-	-	-	✓
Access Internet Traffic statistics via Web-Portal	✓	✓	✓	✓	✓	✓
Access to Power consumption statistics	-	-	✓	-	-	✓