# Agreement

This agreement is an annex to the License Agreement and defines the Terms of technical support, availability of technical support and the procedure for updating software versions.

# Definitions

Agreed Time of Registration of Requests (ATRR) - indicates the time at which it is possible to contact the technical support service. For example, 24x7 (day and night, seven days a week). Requests are registered in the ticket system.

Agreed Support Time (AST) - indicates the time at which technical support services are provided. For example, 8x5 (10:00-18:00, Mon-Fri), 8x7 (10:00-18:00, Mon-Sun), 24x7 (day and night, Mon-Sun).

Unless otherwise noted, time zone UTC+3.

Reaction time - is the time between receiving a signal from the monitoring system or from the user via the ticket system about the supposed malfunction, and the start of work to restore the availability of the service. Time is counted within the AST.

# Contact details

* Technical support is provided by VAS Experts LLC
* Phone support: +7-800-777-00-14
* E-mail: sd@vas.expert
* Rules for contacting technical support:
<https://wiki.vasexperts.ru/doku.php?id=en:dpi:techsupport_info:start>
* For SnS-SSG-24X7X4-1Y, an additional interaction channel is negotiated outside of working hours.

# Service level

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| **Support types** |
| Abbreviation | Part Number | Description |
| NBD | SnS-SSG-NBD-1Y | Subscription for updates and technical support (SnS, NBD, 1 year) |
| 8X5X8 | SnS-SSG-8X5X8-1Y | Subscription for updates and technical support (SnS, 8x5x8, 1 year) |
| 24X7X4 | SnS -SSG-24X7X4-1Y | Subscription for updates and technical support (SnS, 24x7x4, 1year) |

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| **Service Level Parameters** |
|   | NBD | 8X5X8 | 24X7X4 |
| **Parameter** | **Specification** |
| Agreed time of registration of requests (ATTR) | 24 x 7 | 24 x 7 | 24 x 7 |
| Agreed time of support (ATS) | 8 x 5 | 8 x 5 | 24 x 7 |
| **Reaction time to an incident, depending on the priority****Measured in working hours** |   |   |
| 1 - Very high | 24 hours | 8 hours | 4 hours |
| 2 - High | 24 hours | 8 hours | 4 hours |
| 3 - Medium | 24 hours | 8 hours | 4 hours |
| 4 - Low | 24 hours | 8 hours | 8 hours |

# Limitations

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| 5.1. The service is provided to the Client with the following restrictions: |
| Parameter | Limitation |
| Number of the Client's contact names | Up to 2 people |
|   | NBD | 8X5X8 | 24X7X4 |
| Number of calls per week with medium and low priority | 2 | 4 | 6 |

Classification of the call priority is carried out by the technical support employee of VAS Experts. The Client has the ability to indicate the recommended priority when creating an order.

# Recommendations for the operation and monitoring of the system

The Customer must monitor the system by himself, taking into account the recommendations of the software manufacturer.

The operator must follow the operating instructions from the software manufacturer.

# Procedure for updating the SSG software

Updating the version to the current one is available to all Customers with active technical support.

The SSG software update on the end device is carried out by the operator, it is recommended to carry it out during off-peak hours.

Installation and updating of additional software provided by VAS Experts is carried out by the operator, it is recommended to perform it during off-peak hours.

# Additional opportunities of technical support

Using the service for automatic download of lists using the provider's EDS.

# Cost of additional work

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| 9.1. List and cost of Works |
| **Type of work** | **Price, USD** |
| Installation of SSG software | 0 |
| Updating and transferring the SSG software license | 0 |
| Configuring the QoE module | 0 |
| Control of Client’s work with SSG software | 0 |
| Work of an IT specialist (hour) | 200 |
| Work of a senior IT specialist (hour) | 250 |
| The work in the agreed volume is carried out upon the preliminary request of the Customer.All prices for Works and Services are indicated in USD and include VAT. |

# Signatures of the parties

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| CEO | CEO  |
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| L.S. | L.S. |