

Premium Support Extended Plus

Premium Support Extended Plus provides prioritized, case-specific remote and on-site assistance for customers using our tracking systems.

It is an annual support service for ongoing system operation and is intended for technical questions, problems or subsequently changed requirements that require individual assessment beyond Standard Product Support.

Includes:

5 hours of remote technical support per quarter

Prioritized handling of support requests

Qualified initial response within one business day

Remote support sessions with our technical team

Case-specific technical analysis and troubleshooting

Analysis and advice regarding new or subsequently changed applications and requirements

Basic assistance with integration to third-party systems (limited to configuration, standard interfaces or data outputs of the tracking system)

Billing of support time in 30-minute increments

Transfer of up to 2.5 unused support hours to the immediately following quarter

One Remote System Setup & Commissioning during the first contract year

One scheduled on-site technical support day of up to 8 working hours during each contract year

Transferred hours are used before the regular quarterly allowance and cannot be transferred again.

All unused support hours expire at the end of the respective contract year.

The included Remote System Setup & Commissioning comprises one remote session of up to 2 hours for support with initial system setup, configuration and verification of operational readiness.

The included on-site technical support day may be used for case-specific technical support, troubleshooting, optimization or system setup and commissioning at the customer's operating location.

The included on-site technical support day must be used within the respective contract year and cannot be transferred to a subsequent contract year, converted into remote support hours, refunded or credited.

Does not include:

Structured operator or system training

General instruction in diagnostic or troubleshooting methods

Additional on-site services beyond the included on-site technical support day

Premium Support Extended Plus does not extend or modify the agreed warranty period of 24 months.

Service Conditions

Contract term: 12 months

Billing period: Quarterly

Annual prepayment: Available at a discounted rate

Travel-related costs: An applicable Travel Package or itemized travel quotation is required for on-site services.

This Service Description is subject to the applicable General Support Conditions.