

WHEEL LYNX SSL service programs

Standard service program

General service conditions:

1. Technical support available on work days between 9:00 am and 5:00 pm.
2. Remote access to client's system.
3. Access to fault management system for progress tracking.
4. Software updates.
5. System bug fixes.
6. Access to the product knowledge base.
7. Number of contact personnel – 6.
8. Engineer consulting services – 30 hours per year (no more than 6 hours in a month).
9. Response time:

Error category	Response time
P1	6 hours
P2	Next workday
P3	Third workday
Hardware malfunction, replacement parts dispatch	Response time
P1	Next workday
All remaining	Agreed date

Options:

10. Non-returnable hard drive – paid option

The integral part of the “standard” service program is the “Technical support terms of service” document.

Premium service program

General service conditions:

11. Technical support available 7 days a week, 24 hours a day (applicable to P1 issues)
12. Extended support hours: Mon-Sat, 8:00 am – 6:00 pm (applicable to P2 and P3 issues).
13. Remote access to the client's system.
14. Access to the fault management system for progress tracking.
15. Software updates.
16. System bug fixes.
17. Access to the product knowledge base.
18. Number of contact personnel – 8.
19. Engineer consulting services – 60 hours per year (no more than 12 hours in a month).
20. Response time:

Error category	Response time
P1	2 hours
P2	6 hours
P3	Next workday
Hardware malfunction, replacement parts dispatch	Response time
P1	Reported before 3:00 pm – the same day
All remaining	Agreed date

The integral part of the “premium” service program is the “Technical support terms of service” document.