

Service Level Agreement Overview

Level	Basic SLA (one machine at a time)	Intermediate SLA (one machine at a time)	Advanced SLA (one machine at a time)	Custom SLA (several machines)
Remote Support Contingent	20 hours	30 hours	50 hours	x hours
Scheduled On-Site Maintenance	N/A	1 / year max. 3 days	1 / year max. 3 days	1 / year x days
	Including travel time - travel expenses are not included			
PCM Software Training	N/A	Training included (one person)	Training included (two persons)	Training included (x persons)
Remote Service	✓	✓	✓	✓
Ticketing System	✓	✓	✓	✓
Phone Service Availability	✓	✓	✓	Extended Availability TBD
	During working hours, Mo-Fr, 9AM-5PM			
Response Time	Within 48 hours	Within 36 hours	Within 24 hours	Within x hours
	During working hours, Mo-Fr, 9AM-5PM			
Unscheduled On-site Visit for Repair / Spare Part Installation	N/A	Within 72 hours*	Within 48 hours*	TBD
	*From our acceptance and confirmation, unscheduled on-site visits will be quoted separately			
Contract Duration	1 year	1 year	1 year	x years

Contact our Service team for detailed information:

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