

Service Level Agreement (SLA)

Dear Customer,

This agreement guarantees [WH1]you the following **services** for your licensed RBE products within the framework [WH2]of the General Terms and Conditions of Trade[WH3] you have agreed to:

- **Free** [WH4]customer service (1st level[WH5]) **hotline (+49 931 79686-77**[WH6] workdays **Monday through Friday, 9 a.m. to 5 p.m. (CET)** for product advice and support for all of our products[WH7].
- **Free customer service** (1st level) **“around the clock”**[WH8] via **e-mail (hdo@ibis-thome.com)**. Initial response within 1 to 24 hours, workdays[WH9];
- **Free technical support** (2nd level[WH10]) via e-mail Monday through Friday, 9 a.m. to 5 p.m. (CET) for all questions regarding our products. Initial response within 1 to 24 hours, workdays;
- **Initial response** to technical defects and failures **within 4 hours** of our on-call service team receiving the failure notice (monitoring/emergency contact);[WH11]

Contact: Dr. Volker Bätz
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E-Mail: hdo@ibis-thome.com

To all
IBIS Prof. Thome AG customers

More options for **decreasing initial response time and extending support times** by special agreement for an additional fee – let us know your individual needs and we'd be happy to provide a quote!

[WH12]