



Customized Service Level Agreement (SLA) Packaged Support Services

INTRODUCTION

We would be pleased to offer you an attractive service contract, specially tailored to your company needs. As your support partner of choice we will work together in a long-term relationship, helping you to exceed your operational and commercial objectives running a system purchased from ND SatCom.

The ND SatCom service contract offering consists of standardized packages with additional extensions. Individual adjustments of the offered packages are possible as well.

STANDARD PACKAGES

	BASIC	STANDARD	COMFORT	UNIVERSAL
Support via E-Mail	✓	✓	✓	✓
Support via Phone and/or Remote access		✓	✓	✓
Business Hours support	✓	✓	✓	✓
24x7 Support			✓	✓
Software/Firmware updates included		✓	✓	✓
Assigned Support Prime		✓	✓	✓
One seat in training course			✓	
Customized workshop				✓
Number of yearly system health checks		1	2	3
Number of yearly SLA Review meetings		1	1	2
Reaction Time	1 Business Day	4 hours	2 hours	0.5 hours

ADDITIONAL PACKAGES

• ONSITE SUPPORT

Under this Service Package ND SatCom shall upon Customer's request provide onsite support for a period of time defined in the respective Service Contract.

• SPARE PART STOCKING

If a Service Contract covering this Service Package is concluded, ND SatCom will maintain a spare part stock which will be defined according to the customer's system. This spare part stock can either be customer dedicated or part of a spare part pool.

• OPERATIONS SUPPORT

This Service Package allows network operators to take advantage on ND SatCom's experience and capabilities concerning the following tasks (including but not limited to installation or initial service phase).

- Implementation Services from site survey through installation up to acceptance testing
- System planning and design, including system optimization
- Application services to help you cope with the specifics of applications used in your market segment (e.g. Air Traffic Control, Maritime, Oil & Gas and others)

• PREVENTIVE MAINTENANCE AND REPAIR

This Service Package shall provide system specific preventive maintenance, including extended health checks and performance analysis to maintain proper system operation and/or repair of equipment covered by the Service Contract with assured turnaround times.

• OTHER OPTIONAL SERVICES

- Repair
- On the spot emergency assistance
- Logistics Services

"If you are interested

we would be pleased to submit you an offer adapted to your needs."

IMPORTANT INFORMATION

- The detailed description of the services offered will be provided in a Frame Service Level Agreement (Frame SLA). Customer specific adaptations of the services to be delivered are set out in the Service Contract relating to the Frame SLA..
- The fee of the SLA will be defined according to your needs and then will be charged per system on a yearly basis.

YOUR BENEFITS

• Commercial

- Reduced customer investment in your internal know-how and resources
- Simple mid- to long-term planning of support budget
- Long-term increase of system and communication service availability and efficiency
- Minimized risk of loss in revenue and your customers' quality of service caused by severe issues
- Reduction of CAPEX due to less spare part inventory

• Technical

- Rapid response to reported technical issues, restoring systems to operations promptly.
- Reliable cooperation with assigned customer support point of contact
- Cost-effective access to a dedicated team of technical experts
- Transparent extension of customers' system planning, installation and maintenance team

• Operational

- Optimized system performance
- Single point of contact for any request and world-wide availability of support personnel
- Personalized approach through dedicated customer support points of contact
- Proactive system health checks to identify potential service affecting conditions before these result in any unwanted effects
- Expedited problem resolution and start of work without undue delay
- Increased reputation due to high availability together with less emergency rush actions

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