

Braintower SMS Gateway

Support Service for EU Countries

Braintower SMS Gateway Support Service

The Braintower SMS Gateway Support Service offers a reliable and fast hardware exchange for your Braintower SMS Gateway and support in case of problems. An advance replacement device will be shipped the next business day. All spare parts are new or refurbished.

Advantages of the service:

- Cost-effective alternative to on-site repairs
- Free pick-up and instructions for returning the defective unit (pre-exchange).

Service overview:

- Remote problem diagnosis and technical telephone & e-mail support
- Advance replacement service
- Defined service windows
- Guaranteed response times
- Support for installation, configuration and troubleshooting

Scope of services in detail

Standard Support Service:

- Quick. Flexible. Safe.

- Service windows Monday to Friday from 9 a.m. to 5 p.m. UTC+1 (except public holidays)
- Advanced replacement service
- An advance replacement device is shipped on the next working day
- All spare parts are as good as new or refurbished.
- Cost-effective alternative to on-site repairs
- Free pick-up and return instructions for the defective unit
- Remote problem diagnosis and technical telephone & e-mail support
- Rapid problem solving and troubleshooting
- Reduced downtime
- Full 1st and 2nd level support

24x7 Support:

Around the clock, 365 days a year.

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Feature

Service description

Remote problem diagnosis and support

If a problem occurs, first contact the support using the designated phone number or e-mail address. Braintower Technologies provides support for installation, product configuration, setup, and troubleshooting. Before arranging a device replacement, Braintower may ask you to provide important information, start diagnostic tools, or perform other support actions.

Advance replacement

If, in Braintower's opinion, the problem cannot be resolved remotely, Braintower will replace the defective product or replaceable product with an identical product or component of the same or a later version.

For calls received before midday UTC+1 standard working days, the replacement product will be sent on the next working day after receipt of the service request. Service requests received after midday or outside the service window will be recorded on the next working day and executed on the working day after that.

The replacement product will be delivered free of charge to the customer's address.

Defined service window

The service window determines the times at which the described services are performed on site or remotely. Service requests received outside this service window will be registered the next day the customer has agreed a service window.

The following service windows are available for eligible products:

Standard business hours: The service is available Monday to Friday from 9 a.m to 5 p.m. UTC+1 (except public holidays in Saarland, Germany).

24 x 7: Around the clock. Outside business hours only by telephone in case of critical priority 1 incidents.

Response times

Assurance of defined reaction times according to the following regulations:

Priority 1: critical (response time: 2 hours)

Complete failure of a device or an important functionality. It is not Workaround possible.

Priority 2: high (response time: 4 hours)

Complete failure or significant impairment of a device or a system important functionality. A workaround is possible.

Priority 3: normal (response time: 24 hours)

Normal service requests and malfunctions.

Priority 4: low (response time: 48 hours)

Low priority service requests and disruptions without impacting productivity.

Pricing for the Braintower SMS Gateway Support

| Desktop Edition | Product number | Price in Euro | Rack Edition | Product number | Price in Euro |
|-----------------|----------------|---------------|--------------|----------------|---------------|
| 1 year | 6320 | 399,- | 1 year | 6310 | 799,- |
| 1 year 24x7 | 1001505 | 649,- | 1 year 24x7 | 1001510 | 1.299,- |

Cover

All standard accessory components of the original Braintower SMS gateway as well as all components supplied by Braintower such as power supplies, cables and antenna are covered by this service.

Excluded from this service are the following components:

- Third-party devices
- Accessories purchased in addition to the basic unit
- All products repaired by an unauthorized technician or user

Duty of cooperation

The customer must immediately register the contractually covered hardware for this service. The customer is obliged to support Braintower in remote troubleshooting if required.

The following is the responsibility of the customer:

- Provision of all information required by Braintower in order to deliver timely and professional remote support and to determine the scope of services for which the customer is entitled
- Initiate self-testing as well as installation and execution of other diagnostic tools and programs
- At Braintower's request, other reasonable activities can be carried out to help Braintower identify or resolve the problem

The delivery of the replacement product or the collection of the defective product is normally carried out at the customer's address (at the reception or receipt of goods, if the customer's address is a company address).

The customer must acknowledge the receipt of the replacement product in writing upon delivery.

The following activities amongst others are excluded from this service:

- Diagnosis or service on the customer's premises (please request an individual quotation for this)
- Set-up and installation of the replacement product on the customer's premises
- Restoration and support of other software and data
- Rectification of interconnectivity or compatibility problems
- Support for network-related problems
- Services which are necessary because the customer has failed to integrate system fixes, corrections, patches or modifications provided by Braintower
- Services which are necessary because the customer has failed to take precautionary measures suggested by Braintower
- Services which in the view of Braintower are necessary due to incorrect treatment or use of the product
- Services which in the view of Braintower are necessary because attempts have been made by unauthorised staff who do not work for Braintower to repair, service or modify hardware

Further information

Please consult your Braintower contact partner should you require further information on Braintower services.

braintower.
