

Please choose the favoured **SERVICE-LEVEL** at purchase:



Our SERVICE LEVEL cover features as follows:

Servicelevel:	Bronze	Silver	Gold	Platinum
Guarantee	1 Year	2 Years	3 Years	3 Years
Software Updates	1 Year	2 Years	3 Years	3 Years
Response Time	48 Hours	8 Hours	2 Hours	1 Hour
Support by email	x	x	x	x
Access to support board	x	x	x	x
Support of installation by telephone	-	x	x	x
Support by telephone	-	x	x	x
Substitute system by express	-	-	x	x
Installation & Instruction on site	-	-	x	x
On site swap service	-	-	-	x
Configuration & implementing of substitute system on site	-	-	-	x

YOUR CONTACT:

**ViDOFON AG** professional video communications  
Ahornallee 3 • 22529 Hamburg

Telefon 040/80 81 81-100 • Telefax 040/80 81 81-199  
Video-ISDN 040/80 81 85-10 • Video-IP 212.202.125.186  
eMail info@vidofon.de • Internet www.vidofon.de

**Guarantee and software updates:**

The duration of guarantee complies with the agreed level of contract.

**Response Time:**

ViDOFON assures the beginning of development of a support request within the agreed response time (during our office time Mo – Fr 09:00 a.m. – 06:00 p.m. on Hamburg business days).

**Support by email, board access, telephone:**

Scale or channel of support complies with the agreed level of contract.

**Support of installation by telephone:**

Our technicians provide assistance with first installation and implementing incl. test conferencing.

**Substitute system by express:**

If we can not solve the problem by phone resp. a defect is determined, we will send a substitute system by express not later than the next business day for duration of reparation.

**Installation & instruction on site\*:**

A ViDOFON employee visits the contract partner, installs and starts running the video conferencing system on site and give instructions to the later users.

**On Site swap support:**

If we can not solve the problem by phone resp. a defect is determined, the contract partner will receive a substitute system personally not later than the next business day.

**Configuration, Implementing / Substitute system on site\*:**

The video conferencing system will be repaired by a ViDOFON technician on site resp. a substitute system installed.

\*For all services on site: incl. all charges, travel costs within Germany; excl. travel costs within EU, Norway, Switzerland; rest of the world: if so variations of scope of services.

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