



Company **Neit Consulting s.r.o.**

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acting Ing. Radek Vojta, company executive,

further in the text as the **Provider** or also the **Provider of the Team assistant application**

provides

## Application support services Team assistant

Operational support services can be ordered by any Team assistant user. These services complement the product support of the Team assistant application.

Conditions for using the service:

- Sending a written order to the Provider, which will contain:
  - Customer identification data
  - Name of the selected level of operational support (Basic, Standard, Extra)
  - The date from which the service will be used
  - The date by which the service will be used
  - Selected payment frequency (monthly, annual)
- Payment of the price for the provision of the service on the basis of an invoice issued to the Client by the Provider

Payment Terms:

- The invoice must be paid within 30 days from the date of delivery to the Customer. Pursuant to Section 21 of Act No. 235/2004 Coll., On Value Added Tax, as amended (hereinafter referred to as the "VAT Act"), the taxable supply means the last day of the month in which the payment will be invoiced.
- Each invoice - tax document, must contain all the requisites of a tax document in the sense of § 29 of the VAT Act and must be issued in accordance with the provisions of § 11 paragraph 1 of Act no. No. 563/1991 Coll., on accounting, as amended.
- If the invoice does not contain all the data required by applicable law, or if it does not contain the correct information, the Client is entitled to return it to the Provider by the due date, stating the missing details or incorrect data. In this case, the due date is interrupted and the new due date begins to run upon delivery of the corrected invoice.
- In the event that a reason is given for the occurrence of a guarantee obligation of the Client in the sense of § 109 of the VAT Act, the Client is entitled to pay the amount of VAT specified for the Provider directly to the tax administrator's account in accordance with §109a of the VAT Act. In the event that the Client pays VAT for the Provider in this way, the Client is obliged to pay the Provider for

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the ordered service only the agreed price in the amount excluding VAT and to inform the Provider about this procedure without delay.

The price and detailed specification of the content of all three levels of services are given below in separate chapters.

Quick orientation comparison of service content and their comparison with standard product support (maintenance):

	SUPPORT	maintenance	BASIC	STANDARD	EXTRA
řešení produktových vad		✓	✓	✓	✓
nárok na nové verze produktu		✓	✓	✓	✓
konzultační podpora implementovaného řešení		✗	✗	✓*	✓*
proaktivní monitoring		✗	✗	✗	✓
<b>KOMUNIKACE (9 - 17 HODIN)</b>					+5 MD pro rozvojové požadavky
e-mail		✓	✓	✓	✓
helpdesk		✗	✗	✓	✓
hotline		✗	✗	✗	✓
<b>SLA PARAMETRY</b>		NE	ANO	ANO dle kategorie vady	ANO dle kategorie vady
reakce		✗	2 dny	4 hodiny - 1 den	4 hodiny - 1 den
oprava		✗	✗	3 - 10 dní	1 - 5 dní
		15 % of the license price/year	+ 2670 €/year	+ 6310 €/year	+ 12137 €/year

\* Other time spent in T&M mode will be charged for other activities. The price for one MD of the work is 565 € without VAT.

Defect in the work is removed free of charge as part of the warranty service.

Terms:

- NBD – „Next Business Day “(the next working day)
- MD – „Man Day “(8 hours)

## BASIC SUPPORT

### Service description

The Team assistant provider does not provide any additional support for the implemented solution.

The User has the opportunity to communicate his requests via email to the Provider's support staff with a basic guarantee of response time.

- Access to the Provider's support department staff: e-mail
- Written notification of the request (defect, inquiry, request for product and technical assistance, request for extension of functionality)

Incident type:

#	Incident type	Description
1	Bug TAS	Defect removed free of charge.
2	Administrative tasks	Execution will be charged for the time actually spent in T&M mode.
3	Consultation/Inquiry	Execution will be charged for the time actually spent in T&M mode.
4	Request for a change	Execution will be charged for the time actually spent in T&M mode.

Contact:

<b>E-mail</b>	support@neit.group
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### Input

- User request submitted by e-mail

### SLA

Description SLA	Deadline for performance
Response to the request	Within 2 days of receiving the request

### Outputs

- Registered request of the User in the Provider's queue
- Response to the User's request

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### Time of provision and classification of the service

- The service is open on weekdays from 9:00 to 17:00.
- Defective work is rectified free of charge as part of the warranty service.
- The actual time spent in T&M mode will be charged for other activities.

### Price of a service:

- A flat annual fee of 2600 € excluding VAT is charged for the SLA guarantee.
- OR
- A flat monthly fee of 260 € without VAT is charged for the SLA guarantee.

## STANDARD SUPPORT

### Service description

The Team assistant application provider provides basic support for the implemented solution.

The User has the opportunity to communicate his requests via email or helpdesk to the Provider's support staff with a guaranteed response time.

- Access to the Provider's support department staff: e-mail to the helpdesk
- Written notification of the request (defect, inquiry, request for product and technical assistance, request for extension of functionality)

Incident type:

#	Type Incident	Description
1	Bug TAS	Defect removed free of charge.
2	Administrative tasks	Execution will be charged for the time actually spent in T&M mode.
3	Consultation/Inquiry	Execution will be charged for the time actually spent in T&M mode.
4	Request for a change	Execution will be charged for the time actually spent in T&M mode.

Severity levels:

Category	Description
Critic A	The incident causes a complete loss of system functionality (TAS). Work cannot continue, the operation becomes critical to the business and a standby situation occurs. An incident at severity level 1 contains one or both of the following characteristics: key functionality is not available / the system has availability outages (this happens repeatedly).
Major B	The system (TAS) is limited in functionality in support of critical processes, but this defect can be eliminated by another procedure or is limited in support in non-critical processes, but this defect cannot be eliminated in any other way.
Other C	The problem causes a minor loss of functionality of the System (TAS) or part of it. The result is a problem that may require some workaround to restore functionality.
Ad-hoc D	Request for services that are not understood as a bug of the System or its parts. Consultation / Question / Request for change

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The helpdesk system is operated in the form of a web application. The Provider will provide access to the system for the User's authorized persons.

By default, the report is made by entering the User's authorized person in the helpdesk system via a web form. In case of unavailability of the Provider's helpdesk system, requests can also be reported by email and the request is registered in the helpdesk system by the Provider. This method can also be used in the event of another crisis situation.

Contact:

<b>Web (helpdesk)</b>	helpme.teamassistant.cz
<b>E-mail</b>	support@neit.group

### Input

- User request submitted by email or registered in the helpdesk.

### SLA

Description SLA	Term of performance according to the category of defect		
	A	B	C
Reaction	4 hours	4 hours	NBD
Workaround	NBD (reduction to B)	3 working days (reduction to C)	5 working days
Repair	3 working days	5 working days	10 working days

The "Response" parameter is guaranteed by the Contractor. The "Repair" parameter is not guaranteed by the Contractor. The Contractor will make every effort to comply with it, however, the set time limits for resolving the incident listed in the table above column "Repair" may be affected by the cooperation of the User or third parties. The Contractor does not guarantee their observance in all cases.

### Outputs

- Registered request of the User in the Provider's queue
- Response to the User's request
- Fixed defect

### Time of provision and classification of the service

- The service is open on weekdays from 9:00 to 17:00.
- Defect in the work is removed free of charge as part of the warranty service.
- Other time spent in T&M mode will be charged for other activities. The price for one MD of the work is 565 € without VAT.

### Price of a service

- A flat annual fee of 6050 € excluding VAT is charged for the SLA guarantee.
- OR
- A flat monthly fee of 605 € without VAT is charged for the SLA guarantee.

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## EXTRA SUPPORT

### Service description

The Team assistant application provider provides extended support for the implemented solution.

The User has the opportunity to communicate his requests via email or helpdesk to the Provider's support staff with a guaranteed response time.

- Access to the staff of the Provider's support department: e-mail and helpdesk
- Written notification of the request (defect, inquiry, request for product and technical assistance, request for extension of functionality)
- 0.5 MD per month for the implementation of development requirements

Incident types:

#	Type Incident	Description
1	Bug TAS	Defect removed free of charge.
2	Administrative tasks	Execution will be charged for the time actually spent in T&M mode.
3	Consultation/Inquiry	Execution will be charged for the time actually spent in T&M mode.
4	Request for a change	Execution will be charged for the time actually spent in T&M mode.

Severity levels:

Category	Descriptions
Critic A	The incident causes a complete loss of system functionality (TAS). Work cannot continue, the operation becomes critical to the business and a standby situation occurs. An incident at severity level 1 contains one or both of the following characteristics: key functionality is not available / the system has availability outages (this happens repeatedly).
Major B	The system (TAS) is limited in functionality in support of critical processes, but this defect can be eliminated by another procedure or is limited in support in non-critical processes, but this defect cannot be eliminated in any other way.
Other C	The problem causes a minor loss of functionality of the System (TAS) or part of it. The result is a problem that may require some workaround to restore functionality.
Ad-hoc D	Request for services that are not understood as a bug of the System or its parts. Consultation / Question / Request for change

Operational support



The helpdesk system is operated in the form of a web application. The Provider will provide access to the system for the User's authorized persons.

By default, the report is made by entering the User's authorized person in the helpdesk system via a web form. In case of unavailability of the Provider's helpdesk system, requests can also be reported by email and the request is registered in the helpdesk system by the Provider. This method can also be used in the event of another crisis situation.

Contact:

<b>Web (helpdesk)</b>	helpme.teamassistant.cz
<b>E-mail</b>	support@neit.group
<b>Phone</b>	+420 601 370 165

### Input

- User request submitted by e-mail or registered in the helpdesk
- User request consulted on the Hotline

### SLA

Descriptions SLA	Term of performance according to the category of defect		
	A	B	C
Reaction	4 hours	4 hours	NBD
Workaround	NBD (reduction to B)	1 working day (reduction to C)	2 working days
Repair	2 working days	3 working days	5 working days

The "Response" parameter is guaranteed by the Contractor. The "Repair" parameter is not guaranteed by the Contractor. The Contractor will make every effort to comply with it, however, the set time limits for resolving the incident listed in the table above column "Repair" may be affected by the cooperation of the User or third parties. The Contractor does not guarantee their observance in all cases.

### Outputs

- Registered request of the User in the Provider's queue
- Response to the User's request
- Fixed defect
- 0.5 MD / month of work (by agreement)

### Time of provision and classification of the service

- The service is open on weekdays from 9:00 to 17:00.
- Defect in the work is removed free of charge as part of the warranty service.
- Other time spent in T&M mode will be charged for other activities. The price for one MD of the work is 565 € without VAT.

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#### Price of a service

- A flat annual fee of 11300 € without VAT is charged for the SLA guarantee.
- OR
- A flat monthly fee of 1130 € without VAT is charged for the SLA guarantee.