

Xantaro UK Ltd

# **XCARE ADVANCED & XCARE ADVANCED PLUS**

Service Definition



## Legal information

This document contains confidential information and is subject to the copyright of Xantaro UK Limited, insofar as it can be protected. Unauthorised use and disclosure of this document or the information it contains may result in the forfeiture of a contractual penalty. Disclosure to third parties is only permitted in accordance with the confidentiality obligations if this is absolutely necessary for processing the project, the individual provisions of the confidentiality agreement are also fulfilled in the person of the third party and the reference to the customer project and to Xantaro UK Limited as the author is maintained.

Product designations used in this document may be subject to third-party rights. Their free usability is not guaranteed.

Despite the utmost care and endeavours, errors may occur in individual cases due to the complexity of the elaborations. Xantaro UK Limited cannot accept any liability for such errors. Insofar as the document is the result of a chargeable service, the liability and its limitation from the service relationship applies.

## Table of contents

<b>1.</b>	<b>XCARE – XANTARO MAINTENANCE SERVICES</b>	<b>5</b>
1.1.	SLA overview	5
1.1.1.	XCare Advanced 6BD Shipment	5
1.1.2.	XCare Advanced NBD Shipment	5
1.1.3.	XCare Advanced 5BD	6
1.1.4.	XCare Advanced Plus 5BD	6
1.1.5.	XCare Advanced 3BD	6
1.1.6.	XCare Advanced Plus 3BD	6
1.1.7.	XCare Advanced 2BD	6
1.1.8.	XCare Advanced Plus 2BD	6
1.1.9.	XCare Advanced NBD	6
1.1.10.	XCare Advanced Plus NBD	6
1.1.11.	XCare Advanced SD4h	7
1.1.12.	XCare Advanced Plus SD4h	7
1.1.13.	XCare Advanced SD3h	7
1.1.14.	XCare Advanced Plus SD3h	7
1.2.	Scope of the XTAC	7
1.3.	Requirements for service provision	8
1.4.	Fault handling priorities	9
1.5.	Response and service times	10
1.6.	Escalation	11
1.7.	Remote support	12
1.8.	Contact us	12
<b>2.</b>	<b>SOFTWARE UPDATE SERVICE</b>	<b>13</b>
2.1.	Scope of services	13
2.2.	Rights to delivered software	13
2.3.	Installation of updates/upgrades	13
<b>3.</b>	<b>HARDWARE REPLACEMENT SERVICE</b>	<b>14</b>
3.1.	Initiation of the Return Material Authorisation (RMA) process	14
3.2.	Delivery of the replacement component	14
3.2.1.	XCare Advanced 6BD Shipment	14
3.2.2.	XCare Advanced NBD Shipment	14
3.2.3.	XCare Advanced 5BD & XCare Advanced Plus 5BD	14
3.2.4.	XCare Advanced 3BD & XCare Advanced Plus 3BD	15
3.2.5.	XCare Advanced 2BD & XCare Advanced Plus 2BD	15
3.2.6.	XCare Advanced NBD & XCare Advanced Plus NBD	15
3.2.7.	XCare Advanced SD4h & XCare Advanced Plus SD4h	15
3.2.8.	XCare Advanced SD3h & XCare Advanced Plus SD3h	15

3.3.	Exchange process (XCare Advanced)	15
3.4.	Onsite technician dispatch and exchange process (XCare Advanced Plus)	16
3.5.	Return of the defective components	16
3.6.	Additional obligation of the customer	17
3.7.	Relocation of contract components	17
3.8.	Replacement of dead-on-arrival (DOA) components	18
<b>4.</b>	<b>SERVICE START</b>	<b>19</b>
<b>5.</b>	<b>GLOSSARY</b>	<b>20</b>

# 1. XCARE - XANTARO MAINTENANCE SERVICES

Xantaro offers maintenance services for hardware and software as part of incident management. This document describes the possible maintenance services and Service Level Agreements (SLAs) and defines their content.

An upgrade to a higher service level is possible within the contract term. This must be applied for, but there is no entitlement to implementation. A downgrade is excluded within the contract term

## 1.1. SLA overview

The following basic services are included in all XCare Advanced and XCare Advanced Plus modules listed below:

- 24/7 XTAC Hotline Service  
Within the scope of Incident-Management, the customer will have access to a 24/7 Hotline to assist with identifying and verifying the reported problem.
- Software update delivery  
Xantaro will provide software updates and upgrades in accordance with the vendor's license agreement. This applies only for components currently under contract. Xantaro will provide the software as a download via the Xantaro FTP Server.

Each XCare Advanced module supplements the basic services with the alternatives described below for the **advance replacement of** defective components with a replacement component.

### 1.1.1. XCare Advanced 6BD Shipment

Hardware Delivery in Advance 6BD Shipment – i.e. free **advance delivery of** the replacement component; this is dispatched within **six working days**.

### 1.1.2. XCare Advanced NBD Shipment

Free-of-charge advance delivery of replacement parts to the appointed address by shipment within the next business day (NBDS).

### 1.1.3. XCare Advanced 5BD

Hardware Delivery in Advance 5BD – i.e. free **advance delivery of** the replacement component within **five business days** to an address agreed with the customer.

### 1.1.4. XCare Advanced Plus 5BD

XCare Advanced 5BD + Field Service – i.e. supplementing the XCare Advanced 5BD services with on-site support for hardware replacement by a field service engineer.

### 1.1.5. XCare Advanced 3BD

Hardware Delivery in Advance 3BD – i.e. free **advance delivery of** the replacement component within **three business days** to an address agreed with the customer.

### 1.1.6. XCare Advanced Plus 3BD

XCare Advanced 3BD + Field Service – i.e. supplementing the XCare Advanced 3BD services with on-site support from a field service engineer when replacing hardware.

### 1.1.7. XCare Advanced 2BD

Hardware Delivery in Advance 2BD – i.e. free **advance delivery of** the replacement component within **two business days** to an address agreed with the customer.

### 1.1.8. XCare Advanced Plus 2BD

XCare Advanced 2BD + Field Service – i.e. supplementing the XCare Advanced 2BD services with on-site support from a field service engineer when replacing hardware.

### 1.1.9. XCare Advanced NBD

Hardware Delivery in Advance NBD – i.e. free **advance delivery of** the replacement component **within the next business day** (with **RMA confirmation** by 14:00 at the location of the contractual component(s)) to an address agreed with the customer.

### 1.1.10. XCare Advanced Plus NBD

XCare Advanced NBD + Field Service – i.e. supplementing the XCare Advanced NBD services with on-site support from a field service engineer when replacing hardware.

#### 1.1.11. XCare Advanced SD4h

Hardware Delivery in Advance SD4h: free **advance delivery of** the replacement component within **four** hours (with **RMA confirmation**) to an address agreed with the customer.

#### 1.1.12. XCare Advanced Plus SD4h

XCare Advance SD4h + Field Service – i.e. supplementing the XCare Advanced SD4h services with on-site support from a field service engineer when replacing hardware.

#### 1.1.13. XCare Advanced SD3h

Hardware Delivery in Advance SD3h: free **advance delivery of** the replacement component within **three hours** (with **RMA confirmation**) to an address agreed with the customer.

#### 1.1.14. XCare Advanced Plus SD3h

XCare Advance SD3h + Field Service – i.e. supplementing the XCare Advanced SD3h services with on-site support from a field service engineer when replacing hardware.

### 1.2. Scope of the XTAC

The Xantaro Technical Assistance Centre (XTAC) is the core of Xantaro's support services. Here Xantaro receives and tracks all incoming problem reports and coordinates the supply of support services. The XTAC is accessible 24/7 via a redundant service hotline. Certified system engineers and consultants, who also work on current projects, take care of the reported problems whilst maintaining up to date knowhow. As a central point of contact for the customer, XTAC takes all necessary and reasonable measures to assist the customer in resolving the problem.

The customer can monitor the problem resolution process via the web interface to Xantaro's ticket system. XTAC will coordinate solution possibilities via direct communication with the customer on a regular basis. Automated escalation processes will be effective according to the reported problem priority. When required, the XTAC will coordinate Field Service and logistics within the agreed timeframes of the maintenance contract.

Upon request and at additional charge, Xantaro may also provide general consulting to the customer. Such consulting may include the configuration, installation and handling of the products.

### 1.3. Requirements for service provision

The smooth processing of faults requires that the customer's employees who report a fault have sufficient technical expertise. If Xantaro determines that this is not the case, the parties will agree on a solution during a service meeting.



## 1.4. Fault handling priorities

Any faults that occur are categorised by Xantaro into the following priority categories according to the respective service impact:

<b>Prio 1</b> (Critical)	Total network failure or ongoing instability of critical functions → There is a massive disruption to critical services and the impact to the business is critical.
<b>Prio 2</b> (High)	Partial power failure or sustained impairment of critical functions → There is a disruption to critical services, the impact to the business is high.
<b>Prio 3</b> (Medium)	Network functions are disrupted without having a serious impact on the production environment → Important services are only indirectly affected, the impact to the business is minor.
<b>Priority 4</b> (Low)	Need for clarification regarding a configuration, software or features → Currently no important services are affected, there is no impact to the business.

If the customer does not agree with the prioritisation by Xantaro, the parties shall mutually agree on a prioritisation of the faults. Any agreement on prioritisation is subject to the consent of the vendor of the affected product. Xantaro shall take all reasonable measures to obtain the consent of the respective vendor.

The priority category may be lowered by providing a workaround, if and insofar the service impact of the problem after the workaround matches such lower priority category i.e. priority 1 and 2 problem reports will be lowered to priority 3 after a workaround has been provided and tracked and as provided there is no massive impact to a production environment and important services are not directly impacted. Unless the problem is resolved, the priority of the problem may only be lowered if mutually agreed upon.

Provision of a workaround can be omitted if it can only be achieved through unjustifiable effort and expenditure. This is the case, when Xantaro's work and expenses for providing such remedy or workaround would exceed the annual support fee of the respective Service Voucher. In this case, the parties agree mutually and in good faith upon the continuance of the support service for the respective product.

## 1.5. Response and service times

The XTAC will always respond to fault messages within the defined **response time** with a qualified expert callback. The following times apply to the priorities defined above:

	<b>Response time</b>	<b>Service time</b>	<b>Update interval</b>
<b>Prio 1</b> (Critical)	15 minutes	24/7	every 4 hours
<b>Prio 2</b> (High)	1 hour	24/7	every business day
<b>Prio 3</b> (Medium)	8 hours	Monday to Friday 07:00-19:00 (local time UK)	every 3 business days
<b>Prio 4</b> (Low)	24 hours	Monday to Friday 07:00-19:00 (local time UK)	once a week

To ensure that **response times** are adhered to, the customer must **always report Prio 1 and Prio 2 faults by telephone**.

The customer must describe faults in as much detail as possible and provide the necessary system information depending on the component and vendor. If the fault description is not sufficient, Xantaro will point this out to the customer and prioritise the fault after completing its own analysis, if applicable.

## 1.6. Escalation

The escalation of faults with priorities 1, 2 and 3 is controlled via the Xantaro ticket system depending on the respective categorisation. If necessary, the responsible XTAC employee escalates the process to the next higher level according to the following escalation matrix:

	<b>Prio 1</b>	<b>Prio 2</b>	<b>Prio 3</b>
<b>Chief Executive Officer</b>	16 hours	96 hours	N/A
<b>Head of Solutions &amp; Services</b>	8 hours	48 hours	N/A
<b>Technical Support Manager</b>	4 hours	24 hours	N/A
<b>Service Manager/ Service Delivery Manager on duty</b>	1 hour	4 hours	5 days

The responsible persons can be reached at the following contact details:

<b>Chief Executive Officer</b>	Martin Czermin +49 891 89171333 <a href="mailto:mczermin@xantaro.net">mczermin@xantaro.net</a>
<b>Head of Solutions &amp; Services</b>	Manuel te Laak +49 175 2266496 <a href="mailto:mtelaak@xantaro.net">mtelaak@xantaro.net</a>
<b>Technical Support Manager</b>	Michael Grumme +49 170 2061947 <a href="mailto:mgrumme@xantaro.net">mgrumme@xantaro.net</a>
<b>Service Manager/ Service Delivery Manager on duty</b>	+49 180 5002857

Xantaro notifies personnel changes to the escalation matrix in writing in compliance with the functional escalation.

## 1.7. Remote support

Remote support includes access to contract components via remote diagnostics and maintenance facilities of Xantaro. The provision of remote support services requires that the customer provides suitable access options for the contractual components. If remote support cannot be provided via existing, secure IP connections (SSH or similar), Xantaro will inform the customer on request of the costs for the installation of the necessary technical equipment and will carry out the connection on the basis of a separate order and invoice.

## 1.8. Contact us

### **Xantaro Technical Assistance Centre (XTAC)**

Xantaro Deutschland GmbH  
Schanzenstraße 39  
51063

Tel: +44 203 608 1365\*

e-mail: [xtac@xantaro.net](mailto:xtac@xantaro.net)

Web: <https://www.xantaro.net> / <https://www.xantaro.net/xtac-support/>

\*Up to 16p per minute from a UK landline, and maximum 65p per minute from a UK mobile. Prices may vary, please check with your telecommunications provider for detailed information.

## 2. SOFTWARE UPDATE SERVICE

### 2.1. Scope of services

Xantaro provides the customer with any software updates and software upgrades that the vendor may release and which are covered by the vendor's software service free of additional charge, or if such updates or upgrades are available from the vendor without additional cost. In case the vendor charges extra fees for such updates or upgrades that provide additional features, the customer may purchase such updates or upgrades from Xantaro.

The customer ensures that all contractual components are operated with a software version that is supported by the vendor. However, an update or upgrade to a more recent software version may become necessary in the course of troubleshooting. If the customer refuses such an update or upgrade, for example because the more current version is associated with a loss of functionality, Xantaro will endeavour, as far as reasonably possible, to rectify the error on the basis of the existing software version.

### 2.2. Rights to delivered software

Delivered software is subject to the conditions of the respective software licence of the vendor, which is enclosed with the products and can be obtained from the vendor or Xantaro on request. Xantaro cannot grant the customer any further rights than those granted by the vendor's software licence.

Software that was delivered during an update or upgrade replaces the previous software. In particular, the license of the updated software will remain restricted to the specific serial number of the respective hardware component.

The customer will not hold Xantaro responsible for any damages that result from the usage of software in violation of the vendor's software license.

### 2.3. Installation of updates/upgrades

The customer is responsible for the installation of the software updates. Upon request and for a separate fee, Xantaro can support the customer with the installation of the software. The maintenance services are dependent on the fact that versions of the software supported by the vendor are installed on the contractual components. Xantaro will notify the customer upon request about upcoming software updates and upgrades, if the customer has no access to such information from the vendor.

## 3. HARDWARE REPLACEMENT SERVICE

### 3.1. Initiation of the Return Material Authorisation (RMA) process

As soon as an XTAC engineer determines that a hardware replacement is necessary, a note "RMA accepted" will be applied to the ticket. Upon application of this note, the hardware exchange process begins. The time stamp of the "RMA accepted" note governs the beginning of the delivery time defined below. The XTAC engineer will apply the "RMA accepted" note immediately upon determination that a hardware replacement is necessary.

### 3.2. Delivery of the replacement component

Xantaro will deliver the replacement part, at its own expense, to the customer location registered in the maintenance contract. If requested, the customer will immediately provide XTAC with relevant address information. There is no entitlement to request a new replacement part. Once the replacement part has been delivered at the customer premises, the replacement part will replace the faulty part within the maintenance contract. Any rights on the defective maintenance part (i.e. reservation of title), are maintained for the replacement part.

#### 3.2.1. XCare Advanced 6BD Shipment

If the RMA note is entered in the ticket system (see 3.1) by 14:00 (local time Germany), Xantaro will dispatch the replacement component within six (6) business days, otherwise the dispatch will be extended by one business day.

#### 3.2.2. XCare Advanced NBD Shipment

If the RMA note is entered in the ticket system (see 3.1) by 14:00 (local time in Germany), Xantaro will send the replacement component on the next business day, otherwise on the following business day.

#### 3.2.3. XCare Advanced 5BD & XCare Advanced Plus 5BD

If the RMA note is entered in the ticket system (see 3.1) by 14:00 (local time in Germany), Xantaro will deliver the replacement component within five (5) business days, otherwise dispatch will be extended by one business day.

#### 3.2.4. XCare Advanced 3BD & XCare Advanced Plus 3BD

If the RMA note is entered in the ticket system (see 3.1) by 14:00 (local time in Germany), Xantaro will deliver the replacement component within three (3) business days, otherwise dispatch will be extended by one business day.

#### 3.2.5. XCare Advanced 2BD & XCare Advanced Plus 2BD

If the RMA note is entered in the ticket system (see 3.1) by 14:00 (local time in Germany), Xantaro will deliver the replacement component within two (2) business days, otherwise dispatch will be extended by one business day.

#### 3.2.6. XCare Advanced NBD & XCare Advanced Plus NBD

If the RMA note is entered in the ticket system (see 3.1) by 14:00 (for RMA confirmation by 14:00 at the location of the contractual component(s)), Xantaro will deliver the replacement component on the next business day, otherwise on the following business day.

#### 3.2.7. XCare Advanced SD4h & XCare Advanced Plus SD4h

The delivery will be made within the agreed delivery time of four (4) hours from entry of the RMA note in the ticket system (see 3.1).

As part of the maintenance service for the XCare Advanced SD4h and XCare Advanced Plus SD4h modules, components weighing more than 30 kg (e.g. chassis) are replaced or delivered on the next business day.

#### 3.2.8. XCare Advanced SD3h & XCare Advanced Plus SD3h

The delivery shall be made within the agreed delivery time of three (3) hours from entry of the RMA note in the ticket system (see 3.1).

As part of the maintenance service for the XCare Advanced SD3h and XCare Advanced Plus SD3h modules, components weighing more than 30 kg (e.g. chassis) are replaced or delivered on the next business day.

### 3.3. Exchange process (XCare Advanced)

The customer is responsible for removing the defective contractual component and installing the replacement component, installing and configuring the software.

### 3.4. Onsite technician dispatch and exchange process (XCare Advanced Plus)

Xantaro ensures that a Field Service Engineer (FSE) arrives at the customer's operating site within the agreed SLA.

The FSE will remove the defective contract component and install the replacement component. The replacement will be carried out in close consultation with the XTAC employees, who will coordinate the entire process.

The customer is responsible for installing the configuration and any necessary software.

### 3.5. Return of the defective components

The customer will receive an unsolicited **RMA identification number** for the return of the defective contract component.

The customer shall ensure that the defective contractual component is sent to the following address within five (5) business days to the following address:

**Edge Networks (UK) Ltd**  
**FAO Logistics**  
**20 Highnam Business Centre**  
**GL2 8DN**  
**Gloucester**  
**Gloucestershire**  
**United Kingdom**

UK: +44 203 608 1365

DE: +49 221 35558-634

E-mail: [rma@xantaro.net](mailto:rma@xantaro.net)

The customer will bear the cost for returning the defective product.

The customer will only return those parts of the defective product for which a replacement has been delivered. The customer shall use the original packaging of the replacement product for return shipment, including anti-static wraps. The packaging must provide adequate protection against damage in transport.



The customer shall apply the RMA number visibly on the package and on the return note. In case of crossborder shipment, the defect product needs to be correctly classified as RMA product.

The agreed Service Level for spare part delivery does not apply once the customer requests RMAs for more than two (2) identical units and more than five (5) service components within ten (10) business days (RMAExceed). Despite the before mentioned RMA-Exceed, Xantaro will support the customer, with best efforts, to meet the agreed Service Level.

### 3.6. Additional obligation of the customer

The customer guarantees that the maintenance services can be carried out without delays, insofar as this is the responsibility of the customer. The customer shall provide Xantaro with the vendor-specific information required for troubleshooting and handling the vendor's **RMA process**.

### 3.7. Relocation of contract components

A relocation of contract components to another location may require the relocation of pooling components or the acquisition of additional pooling components by Xantaro. At new locations where the existing service level is not yet available, Xantaro will set up appropriate service resources.

If Xantaro incurs additional costs due to the relocation of contractual components, Xantaro is entitled to make the provision of further hardware replacement maintenance services for the relocated contractual components dependent on an appropriate adjustment of the maintenance fee.

After a relocation of contract components to a new location, Xantaro will notify the customer as soon as the necessary service resources have been set up (Service-Ready-Notice). Xantaro will take all reasonable measures to achieve the service-ready status as quickly as possible.

Until the Service-Ready-Notice is issued, the agreed delivery times are not binding, but Xantaro will make every reasonable effort to comply with the agreed delivery times.

A relocation of the contract components is permitted without restriction on a national level. Xantaro must be notified of the relocation in advance or within five (5) business days.

The relocation of contract components internationally is only possible to a limited extent and must be notified to Xantaro in advance.

### 3.8. Replacement of dead-on-arrival (DOA) components

New equipment that fails within 30 days, at first boot up or shortly after, or is damaged in transport is considered as dead on arrival (DOA).

In order to proceed with the DOA replacement, the vendor is required to have a DOA process in place for the affected equipment(s). The replacement is subject to the vendor's policy.

The 30 day period starts as soon as the part has been delivered from the vendor to Xantaro. Therefore, it is recommended to have the deliveries checked immediately upon receipt.

Stored equipment and deliveries delayed due to customer request are excluded from DOA entitlement.

Xantaro will make sure that DOA parts are replaced and will take care of arranging the replacement and delivery from the vendor without additional costs for the customer. This applies only for products purchased through Xantaro.

The time for DOA replacement is not subject to the timeframes and escalation process of this Service Level definition.

## 4. SERVICE START

In general, the XCare Advanced & XCare Advanced Plus maintenance services are service ready within ten (10) business days after order receipt.

Maintenance services that require a separate activation or registration via the vendor's portal by the customer will be fully available once the activation or registration has been completed.

## 5. GLOSSARY

- **Business day:** Monday to Friday, excluding public holidays in Germany
- **Response time:** Timeframe between time of reported problem and initial contact to the customer (depending on problem priority)
- **Return Material Authorisation (RMA):**
  - The **RMA process** describes the procedure for returning a defective contract component
  - The **RMA confirmation** by the vendor takes place after checking the contract data of the defective contract component
  - The **RMA identification number** is used for the clear allocation of returns of defective contract components
- **Service time:** Timeframe in which a problem report will be worked on (depending on problem priority)
- **Update interval:** Interval of continual problem report updates to the customer
- **Advance delivery/advance replacement:** Delivery of a replacement component to ensure network operation in accordance with the agreed SLA (before the vendor's RMA process begins)
- **Workaround:** Interim solution for fault correction until a final and durable solution is found