

## Standard Support

With the purchase of modules from plano solutions gmbh, a maintenance contract with standard support is automatically concluded. This includes the following support topics:

- Telephone support for application support for the current version
- Application issues relating to the operation of the system
- Incorporation of errors
- Delivery of updates and new versions (without update costs)

	Medium Reporting	Reaction Time	Recovery Time	Repair Time
Standard Support	Email to ticket system/ telephone	up to 3 working days	---	---
Change Request (CR)*	Email to ticket system/ telephone	---	---	---
Feature Request (FR)**	Email to ticket system/ telephone	---	---	---

\* A **change request** exists if the customer has a change request in the modeling, the system environment or the application. A CR must be estimated (person days) and commissioned in writing.

\*\* A **feature request** exists if the customer has a change request in the plano software. A FR must be estimated (person days) and commissioned in writing.

### These services are not included in the standard support contract:

- The modeling and correction of modeling errors
- Change Requests (CR)
- Feature Requests (FR)
- Technical support issues
- Service-Level-Agreements (SLAs) according to severity levels

If support services are required that go beyond the services of the standard support contract (e.g. service level agreements according to severity levels), a premium support contract can also be concluded.



## Support Availability

The support hotline is available between 9 am and 5 pm on weekdays Monday to Friday. This excludes public holidays in Thuringia, Germany.

### Contact information:

Service hotline: +49 (0) 3677 689787 -222  
E-mail: [support@plano-wfm.com](mailto:support@plano-wfm.com)

All inquiries are classified and recorded in a ticket system for tracking purposes. The ticket system automatically sends a confirmation email with the necessary information about the ticket created.