



**axes4:**  
**Support and**  
**Service Level Agreement (SLA)**  
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### 1 Support Basic

During the term of a software subscription, the licensee has the right to make use of our Support Basic. This includes:

- To use the axes4 Knowledge Base at:  
<https://support.axes4.com/>
- To make requests via the axes4 ticketing system:
  - Send an email to: [support@axes4.com](mailto:support@axes4.com) or
  - Use our web form at: <https://support.axes4.com/hc/en-us/requests/new>

The cost of Support Basic is already included in the subscription fee.

### 2 Service Level Agreement (SLA) Standard

#### 2.1 Conditions

- **Optional:**  
It is possible to add SLA Standard starting with 20 licenses.
- **Obligatory:**  
Starting with 100 licenses and more SLA Standard is added automatically.

#### 2.2 What is included

The Service Level Agreement (SLA) Standard includes the following services related to technical issues (for example related to licensing issues):

- Prioritized processing of requests (usually the requester receives the first answer within 24h)
- Short-term hands-on web sessions if necessary (usually on the same day)
- Immediate support from a developer of the product in question
- Individual update management

The cost of the SLA is 20% of the annual license fee (basic fee + usage fee).