

AEB SE

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# General Terms and Conditions Support and Services

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[www.aeb.com](http://www.aeb.com)

AEB



# Support and Services

## 1 General information

The support and services described here refer to the software and services made available to the Customer either in the AEB data center (“AEB Cloud”) or for installation and use in an IT environment not controlled by AEB (“on-premise”), unless the parties explicitly agree otherwise.

AEB has a qualified team to provide the Customer with support and services. This team can troubleshoot problems with the software or services and assist the Customer and the Customer’s users by answering questions about the software or services. These services are provided in English and German.

AEB’s support and services to the Customer are provided solely between AEB and the Customer on the basis of the applicable General Terms and Conditions, these General Terms and Conditions for Support and Services, the relevant system description, and (where applicable) any supplementary separate written agreements, typically in a service level agreement (SLA). The Customer is entitled to make use of third parties, such as the Customer’s IT service provider, in accepting the contractual services of AEB if this has first been arranged in written or text form with AEB. In such cases, the Customer is responsible for ensuring that the agreements between AEB and the Customer are also appropriately applied and adhered to by these third parties.

AEB employees, while working for AEB, are solely bound to AEB and subject to the authority of AEB. For this reason, individual AEB employees – even those performing tasks of responsibility such as remote maintenance – cannot offer any personal commitments to the Customer.

### Bug-fixing

AEB shall repair bugs in the current version of the AEB standard software without delay once they have been made known. “Bugs” refers here solely to deviations from the available functionality that prevent or substantially impair the value or usability of the software for the usage specified in the system description.

The support and services described herein do not refer to customer-specific adaptations or augmentations or programming of the software. Any other services, such as support and services for customer-specific adaptations or augmentations or programming, or extended hours of support, are set forth in a separate written agreement, typically an SLA, and billed separately.

Any significant use of AEB support and services for malfunctions stemming from software not listed in the system certificate (“third-party software”) may incur costs to the Customer. AEB reserves the right to bill such extra expenses at the current hourly or daily rates of AEB, which form part of the relevant quotation.

## 2 Service & Support hours / Contact Information

AEB provides support and services **in one** of the following Support Teams. Any additional service times required must be ordered and will be billed separately in an extended SLA.

## 2.1 Support Team Germany

Monday to Friday 8:00 a.m. to 6:00 p.m. (CET/CEST)

This excludes the following national holidays in Germany: New Year's Day (January 1), Good Friday, Easter Monday, May 1, Ascension Thursday, Whit Monday, Day of German Unity (October 3), December 25, and December 26.

Three channels of communication are available for inquiries:

- Online via the AEB Help Center: [AEB Help Center](#)
- By email to [support@ueb.com](mailto:support@ueb.com)
- By phone to the hotline: +49 711 72842 110

## 2.2 Support Team Singapore

AEB SE Support Team Singapore provides support and services during the following times:

Monday to Friday 9:00 a.m. to 6:00 p.m. (SGT)

This excludes the following national holidays in Singapore: New Year's Day (January 1), Chinese New Year (January 12-13), Good Friday, Labour Day, May 1, Hari Raya Puasa, Vesak Day, Hari Raya Haji, National Day, Deepavali, December 25).

Three channels of communication are available for inquiries:

- Online via the AEB Help Center: [AEB Help Center](#)
- By email to [support@ueb.com](mailto:support@ueb.com)
- By phone to the hotline: +65 6337 9120

## 2.3 Support Team UK

AEB SE Support Team UK provides support and services during the following times:

Monday to Friday 09:00 a.m. to 5:00 p.m. (GMT)

This excludes the following national holidays in UK: New Year's Day (January 1), Good Friday, Easter Monday, Early May Bank Holiday, Spring Bank Holiday, Christmas Day (December 25), Boxing Day (December 28)

Three channels of communication are available for inquiries:

- Online via the AEB Help Center: [AEB Help Center](#)
- By email to [support@ueb.com](mailto:support@ueb.com)
- By phone to the hotline: +44 1926 679750

## **2.4 Provision of Customer Contacts**

The Customer shall designate in written or text form (email) contact persons /key users who are responsible (Organizational, professional, technical) for the software or cloud services used by the Customer. The Customer must notify AEB without delay if these contact persons change.

Key users can register themselves at the AEB Help Center. The Customer can then see its registered requests and track their status directly through the AEB Help Center.

## **3 Services and request response protocols**

Requests received by AEB Customer Service are processed within the standard support and service hours. Requests are categorized into various types based on the reported circumstances, and the activities and measures needed to respond to or resolve the request are logged. AEB guarantees specific response times or provides an estimated time-to-delivery based on the type and priority of the request.

The category and priority are assigned according to defined criteria.

### 3.1 Possible request types

AEB distinguishes the following types of requests:

Type of request	Description
Incident	An incident is the disruption, unplanned interruption, or reduction in quality of a service provided in the AEB Cloud or a malfunction in the provided software.
Service request	A service request is a formal request by a user for a service that is needed for the general use of the software or cloud service but does not involve a malfunction of the software or a disruption or reduction in the quality of service. Service requests are defined in the AEB service catalog and may be billed separately as optional services (see General Terms and Conditions, section A.3).
Change request	A change request is a request to change something in an existing cloud service or software, or to add or remove a service. Such changes may also be billed separately as optional services (see General Terms and Conditions, section A.3).

### 3.2 Response protocol for incidents

#### 3.2.1 Priorities for requests in the “incident” category

Description	Priority
Critical	<b>Entire</b> system is unavailable or <b>critical</b> business processes are no longer possible in their entirety. No workaround is (currently) available.
High	Key business processes or sub-processes are no longer possible. No workaround is (currently) available.
Medium	Individual processes are no longer possible. A workaround is available.
Low	Anomalies that do not impair the system functionality, including limited ease of use, deviations from design norms, documentation errors, and typographical or grammatical errors in the user interface or documentation.

**3.2.2 Response times and channels of communication for requests in the “incident” category**

The response time as set forth in the table below is measured from the time at which AEB Customer Service receives the incident report from the Customer’s designated contact person.

The response time is defined as the period that elapses from when AEB Customer Service receives the incident report until the initial actions aimed at solving the problem are taken. Such actions may also consist of situation analysis.

AEB Customer Service normally begins with analysis and processing when the incident report is received and within the support and service hours. No guarantee is provided for the speed or success of the resolution. As part of the comprehensive response to incidents and when the response is expected to take longer, however, AEB provides support by suggesting possible workarounds and working with the Customer to implement them.

The priority of the incident determines which of the channels of communication in the table below is best suited to minimize response times.

Once the incident has been entered, the contact person receives a confirmation of receipt.

Response time not exhausted within the support and service hours is rolled over to the next day on which AEB Customer Service is available under the contract terms.

Priority	Maximum response time	Channels
Critical	30 minutes	Telephone (mandatory)
High	2 hours	Online, email, or phone
Medium	24 hours	Online, email, or phone
Low	48 hours	Online, email, or phone

### 3.2.3 Obligations of Customer for requests in the “incident” category

The Customer shall ensure that its designated contact persons possess all required technical and organizational skills, including those needed to provide properly qualified descriptions of bugs. If the Customer’s contact persons clearly lack the necessary technical qualifications, AEB shall notify the Customer accordingly and may recommend training.

In the event of a problem or bug, the Customer is also obligated to cooperate, generally through its designated contact persons, as follows:

- Provide qualified problem or bug reports after thorough observation of the symptoms
- Actively cooperate in analyzing problems and bugs, and in determining their origin

The source of the problem or bug may lie in areas of hardware or software inaccessible to or outside the responsibility of AEB. It may be outside of the supported systems, for example. That’s why AEB is particularly dependent on the Customer’s cooperation here. AEB begins providing its contractually agreed services with the analysis. For this reason, the cooperation of the Customer is critical – including clear statements that may help uncover the cause of the problem or bug.

After a solution to fix the problem has been implemented, the Customer has the following obligations to cooperate:

- Qualified testing and subsequent observation
- Distribution of information internally to the affected users

### 3.3 Response protocol for service requests

Once the service request has been entered, the contact person receives a confirmation of receipt.

AEB Customer Service provides an estimated time-to-delivery when it confirms receipt of the service request report.

The estimated time-to-delivery is defined as the time that elapses between confirmation of receipt of the service request and the scheduled provision of the service ordered therein. Time-to-delivery not exhausted within the customer service hours is rolled over to the next day on which AEB Customer Service is available under the contract terms.

### 3.4 Response protocol for change requests

Once the change request has been entered, the contact person receives a confirmation of receipt.

AEB briefly reviews the change request and responds as to whether a comprehensive review is needed.

If a comprehensive review is needed, the Customer is given a time and cost estimate for the review within a reasonable period.

If a comprehensive review is not needed, the Customer is given a quotation for the requested change within a reasonable period.

## 4 Remote maintenance – additional conditions for on-premise installations

A functioning remote maintenance connection is an important element for smooth operation and essential to AEB's ability to quickly resolve problems and fulfill its contractual obligations and the terms of the SLA. AEB warrants the procedure and security for customer remote maintenance set forth in the document "Remote Maintenance for On-Premise Installations."

Any deviations from this procedure – such as using applications and methods requested by the Customer or providing a list of the names of the relevant support agents – are billed separately and performed only upon request. Other personal data of the support personnel shall be provided only insofar as their rights are protected and only in justified exceptions (when required by law, for example). Any supplements to or special arrangements of the aforementioned services (such as the administration and use of personalized logins) are offered separately upon request as optional services, typically as a service level agreement (SLA).

## 5 Escalation

If AEB fails to perform its defined services within the modalities outlined here or fails to perform its defined services as contractually stipulated in the view of the Customer, the parties shall reach a solution through the following chain of escalation.

Chain of escalation:

- Customer Service Operator
- Customer Service OnDuty
- Customer Service Management
- Board of Directors / General Manager (UK & SG)

## 6 Right to make changes

AEB expressly reserves the right to modify the contact information and channels of communication in section 2 "Contact information and channels of communication" above and in section 5 "Escalation" above.