

SLA/Maintenance features of Theobald Software GmbH

By paying a lump-sum for maintenance Theobald Software GmbH provides the following services:

1. **Service Hotline:** Theobald Software GmbH provides access to its service hotline with the number **+49 711 46 05 99 40** from Monday to Friday during the office hours between 09:00 am to 05:00 pm (CET), except for German public holidays.
2. **Online Support System:** Theobald Software GmbH provides access to its online support system. Theobald Software GmbH assures response within 1 working day. Consulting services are not provided by hotline or support system.
3. **Updates.** Theobald Software GmbH provides access to updates and new versions of the contractual software used by the customer. Updates and new versions are released continuously. The version history can be found in the knowledgebase: <http://my.theobald-software.com>
4. Theobald Software GmbH warrants that the contractual software shall operate free from defects according to the user's guide.
5. Theobald Software GmbH guarantees compatibility of the contractual software to all prospective SAP releases including service patches, provided that the SAP release or service patch is free of errors.
6. Theobald Software GmbH guarantees compatibility of the contractual software to all prospective Microsoft SQL Server releases including service patches.