

easyConnect - Platform

Service certificate: Support

1. Validity of this service certificate

This service certificate ("service certificate" or "SC" for short) only applies to the support of Weidmüller's easyConnect platform. It is only valid in conjunction with the Service Level Agreement (https://www.weidmueller.com/int/service_global/terms_conditions_easyconnect.jsp) for all modules of the easyConnect platform or an individual framework agreement; these regulate the general provisions of the service agreement on which this service certificate is based.

2. Contact person

When you login to easyConnect for the first time, you will be assigned the role of an admin user. With this user, you have provided Weidmüller with an e-mail address and a telephone number that we will use as a contact person.

3. Subject of this service certificate

The subject of this service certificate is providing support for the services from the modules of Weidmüller's easyConnect platform.

Support is only provided for registered users. The term "user" is defined in the superordinate Service Level Agreements for all modules of the easyConnect platform or in a framework agreement concluded on an individual basis.

In particular the following services are not agreed in this service certificate:

- Service items of the service certificate "Technical Operation" of the easyConnect platform.
- Support for users within the easyConnect platform who are not users according to definition
- Business or IT consulting or any other general consulting services
- Optimizations (e.g., related to the efficiency of the used resources)
- Troubleshooting related to external systems (e.g., ERP systems or the mobile network)
- On-site operations

4. Service contents

The service content described below is provided particularly depending on the contract variant selected.

4.1. User support

The contractor shall support users at the application level with respect to the user interfaces accessible to the contractor and shall provide explanations to identify user errors and provide guidance on correct use so that the user can create a functioning solution on his own. This service package does not include the creation of the solution itself.

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5. Service features and variants

The following contractual variants are available for this service certificate:

none

5.1. Communication channels and accessibility

No specific agreements are made that go beyond the provisions in the Service Level Agreements for all modules of the easyConnect platform or an individual framework agreement concluded for this service certificate.

5.2. Response times

Support requests from the client will be answered to the best of the client's ability. There is no entitlement to fixed response times.

5.3. Registrable users and clients

The number of registrable users and clients are defined as follows:

See individual performance certificate of application

Other service certificates may reduce this information if necessary.

6. Cooperation obligations of the client

The client's duties to cooperate are generally defined in the Service Level Agreements for all modules of the easyConnect platform. Special, additional cooperation obligations of the client are listed below:

The client provides the best possible necessary information so that users can be supported in the best possible way.

7. Conditions that deviate from the general terms of service

none