



Full Coverage – Subscription and Support Terms

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In addition to the software licence, which runs from activation until the purchased duration, Swarm Analytics offers support plans designed to meet maintenance needs and enhance the quality and stability of operating the products. The package is called Full Coverage and consists of three components:

1. Software Subscription
2. Support
3. Advanced Replacement

Definitions

Software Subscription	During active Full Coverage period the customer is entitled to receive all software bugfixes, updates and upgrades, which is released by Swarm Analytics for the respective product
Support	During active Full Coverage period the customer is entitled to contact Swarm Analytics Support according to the guidelines set forth
Advanced Replacement	During active Full Coverage period the customer is entitled to get hardware replacement, if it is broken
General Request	The customer has general questions about the products or services of Swarm Analytics
Moderate Incident	The system is still working, but the full functionality of the system is degraded
Critical Incident	The application cannot be used due to a malfunction of the hardware or software delivered and maintained by Swarm Analytics
Communication Channel	Email, phone
Support Times	Austrian business days - 5 days a week 10 hours (08:00 am - 06:00 pm CET)
Response Time	Period – within the support times – between receipt of the customer inquiry via a communication channel and the first feedback by a support employee of Swarm Analytics
Start with problem solving within specified period	Period – within the support times – between receipt of the customer request via a communication channel and the time at which a support employee of Swarm Analytics begins to solve the problem

Standard Support

To ensure high performance of your solution, Swarm Analytics offers a Standard Support plan that meets the needs of many enterprises. Standard Support applies to both hardware and software products since each often must work together as a total solution.

Swarm Analytics is not liable for errors in the delivery of the customer request via the selected communication channel. The categorization of the support requests is carried out by the employees of Swarm Analytics.

Standard Support includes

- Support via email, phone during support times
- Remote support
- Access to the Swarm Analytics Web Knowledge Base
- Hardware Support – Advanced Replacement

Hardware Support – Advanced Replacement

Duration

The Advanced Replacement service begins on the date the Swarm Analytics product is activated and expires when the Swarm Analytics subscription expires.

If you purchased your product directly from Swarm Analytics GmbH:

During your Advanced Replacement service period, if your product fails, you should contact Swarm Analytics. We will use commercially reasonable efforts to ship a replacement product within one business day (for EEA only). For customers outside the EEA, we will use commercially reasonable efforts to ship a replacement product via express mail within one business day after receiving the request. Upon contacting Swarm Analytics, you have to return the original product to us. We will issue a Return Material Authorization Number for you to include with the return and will require a valid credit card number or purchase order. We will not charge you for the replacement product as long as you return the original product to us within 30 days after shipment of the replacement product. If we do not receive the original product within 30 days, we will charge your credit card or process the purchase order at the current list price for that product. Swarm Analytics will pay all shipping costs for the replacement product, provided you reside in the EEA. The shipping costs of the covered unit back to Swarm Analytics have to be paid by yourself.

If you purchased your product from a reseller:

During the Advanced Replacement service period, if your product fails, you should contact your reseller. Your Reseller will coordinate the shipment of a replacement product to you within one business day after receiving the request (for EU only). Upon contacting your reseller to request a replacement product, you have to return the original product. Your reseller will coordinate the issuance of a Return Material Authorization Number for you to include with the return. A valid credit card number or purchase order will be required at the time of issuing the Return Material Authorization Number. You will not be charged for the replacement product as long as you return the original product within 30 days after the shipment of the replacement product. If the original product is not received within 30 days, your credit card will be charged or the purchase order will be processed at the current list price for that product. Swarm Analytics will pay all shipping costs for the replacement product, provided you reside in the EU. Alternatively, you may contact Swarm Analytics directly to coordinate the replacement and return of the original product, provided you have not already contacted your reseller.

The Advanced Replacement Service does not cover:

- External causes such as abuse, misuse or problems with electrical power
- Servicing not authorized by Swarm Analytics
- Usage that is not in accordance with product instructions
- Failure to follow the product instructions or failure to perform preventive maintenance
- Problems caused by using accessories, parts, or components not supplied by Swarm Analytics
- Products with missing or altered serial numbers
- Products for which Swarm Analytics has not received payment
- Products that have been physically damaged

Premium Support

For customers with critical infrastructure we offer a special support package for our products with our service level agreement, providing you reliable service that helps you to control your costs.

Premium Support includes

- Standard Support
- Critical incident: **Start with problem solving within 6 hours** during support times
- Moderate incident: **Start with problem solving within 24 hours** during support times
- General request: **Response time within 24 hours** during support times

Standard and Premium Support does not include on-site support. Expenses (hotel and travel expenses, export/import duties, and hours of work 140€/h) will be charged separately.

Subscription and Support Terms are subject to change without notice. Please go to website for most current version.

Support Contact

✉ support@swarm-analytics.com

☎ +43 664 4678233 (subject to change)

🕒 08:00 am – 06:00 pm CET on Austrian business days

