

GEFEG.FX Maintenance and Support Services (Subscription)

Status: 2020-08-14

The following services are part of the subscription contract for GEFEG.FX

- Free of charge correction of defects. The Customer provides the written documentation, data and files relevant to the error situation for the bug fixing immediately within the scope of his obligation to co-operate.
- Updates of new sub-versions and full versions of GEFEG.FX software upon further developments, or incorporation of customers' suggestions.
- Updates via internet update or shipment of a data medium by regular mail.
- Office days: Work days from Monday to Friday, 9:00 AM to 5:00 PM CET/CEST, except on public holidays in Germany.
- Telephone user support during office hours in German or English language.
- Email user support: Initial response within 24 hours during regular office hours in German or English language.
- Depending on the GEFEG.FX variant and additional modules acquired, the Maintenance and Support covers the following services.
- Delivery of new directories or standard data including the integration of available ISO codes or other internationally available codes, provided the standard data is listed in figure 1 of the table above.
- Delivery of new and updated text descriptions of EDIFACT message types in German, corresponding to the international release status, provided the DIN EDIFACT Standard Data Service is listed in figure 1 of the table above.
- XML standards and data models are updated whenever the issuing organization publishes a new official version of the standard. However, the one-time shipment of a given XML standard or data model does not entitle you to regular maintenance of that standard.
- GEFEG will work to replicate the reported error and will inform the user within the response times shown in the table below when a solution will be available. GEFEG will take the necessary actions to resolve the reported problem within the affirmed time frame.

Severity	Definition	Response Time	Resolution Goal
1	Slight impairment - An error in the software or functionality affects the performance of work slightly.	2 office days	As Soon As Possible, but no later than 60 office days
2	Workaround - An error in the software or important functionality affects the performance of work; a workaround for executing the work is available.	2 office days	As Soon As Possible, but no later than 10 office days
3	Showstopper - Work cannot be done or completed because of an error in the software or major functionality.	1 office day	As Soon As Possible, but no later than 3 office days

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