

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

- Updates of new sub-versions and full versions of GEFEG.FX software upon further developments, or incorporation of customers' suggestions.
- 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.
 - Delivery of new and updated text descriptions of EDIFACT message types, corresponding to the international release status.
 - XML standards and data models are updated whenever the issuing organization publishes a new official version of the standard.
- Updates via internet update or shipment of a data medium by regular mail.
- Free of charge correction of defects.
 - 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.
 - 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.
- Email user support: Initial response within 24 hours during regular office hours in German or English language.
- Telephone user support during office hours in German or English language.
- Office days: Work days from Monday to Friday, 9:00 AM to 5:00 PM CET/CEST, except on public holidays in Germany.

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