Fabasoft®

Fabasphere

Performance Characteristics Support Public Cloud and Government Cloud

Valid from January 1st, 2026

Public

1 Support for public cloud and government cloud operating models

The contractor offers first-level support for the customer. Support requests can generally be submitted around the clock using the support button directly in the web interface of the service package or in the Fabasphere Client. Alternatively, support can be reached during the defined operating hours under 'Contact options', 'First-level support' in accordance with the CSA information sheet.

Support requests are processed in German and English.

The following response times are provided for the processing of support requests as part of the support services:

- Response time

  The response time quantifies the number of hours within operating hours that may elapse from the receipt of the support request by Fabasphere support to the initial response by the contractor.

- Solution time

  The solution time quantifies the number of hours within operating hours that may elapse until the contractor submits a concrete solution proposal that is appropriate to the specific problem and in line with the state of the art. The measurement of the solution time begins after the technical clarification and specification of the problem, in particular after the contractor has reproduced the specific problem. Time required for the customer's cooperation (e.g. transmission of additionally requested information) is not included in the solution time. If a solution is not possible within the specified time for technical and/or organisational reasons (e.g. failure to reproduce the problem, creation of a hotfix required), the contractor and the customer shall agree on a time for renewed contact.

The following parameters are provided for within the scope of the support service levels:

Servicepackage	Operating Hours (CET/CEST)	Response Time per request	Solution Time per Request
Fabasoft Solution	Monday to Friday from 7 a.m. to 7 p.m. (working days)	< 1 hour	< 6 hours
Fabasoft Cloud Enterprise Fabasoft Cloud Superior	Monday to Friday from 7 a.m. to 7 p.m. (working days)	< 1 hours	< 6 hours
Fabasoft Cloud Professional	Monday to Friday from 8 a.m. to 6 p.m. (working days)	< 2 hours	< 8 hours

The operating and response times specified for each service package apply to the types of use 'full access' and 'read access + commenting'.

The following are not working days: 1 January, 6 January, Easter Monday, 25 December, 26 December