



Service Level Agreements

Within your service plan (Basic/ Premium or Premium Plus), you will receive all WissIntra updates free of charge. Therefore all software features will always be up-to-date.

	WissIntra [®] NG Basic	WissIntra [®] NG Premium	WissIntra [®] NG Premium Plus
Support free of charge*	✗	✓ 2 hours per month	✓ 5 hours per month
Support with initial installation and configuration	✗	✓	✓
System setup by WissIntra support	✗	✗	✓
Number of contact persons**	2 contact persons	2 contact persons	5 contact persons
Response time	48 hours (within the hotline hours)	24 hours (within the hotline hours)	12 hours (within the hotline hours)

* This refers to questions concerning the application and technology of WissIntra. The use of our support service requires a fee of 20€ every started 15 minutes unless you have purchased one of our service plans that includes free support time.

** The number of contacts in your company who are eligible to request WissIntra support.

In case of system related disruptions, errors or bugs, you will receive our support free of charge.



The contacts to be mentioned below are authorized to make use of the service desk of the k+k information services GmbH concerning all user questions within the quota. In addition they are authorized to request further inquiries that may provoke fees.

The conditions stated in the Service Level Agreements apply in accordance to the purchased service level.

Before claiming technical support, this document has to be signed and sent back to the k+k information services GmbH.

Service Level:

WissIntra® NG Basic

fee-based hotline for 2 named contacts

WissIntra® NG Premium

a total of 2 hours per month incl. 2 named contacts

WissIntra® NG Premium Plus

a total of 5 hours per month incl. 5 named contacts

Name of Company:			
Address of Company:			
Your authorized contact person**		First name and last name	Email, telephone
Basic/ Premium	Main contact		
	Technical contact		
Premium plus	Contact person #3		
	Contact person #4		
	Contact person #5		

** A contact person is a person in your company who is eligible to request WissIntra support.

Date, Signature

Who to contact?

WissIntra® NG Service Desk

servicedesk@kuk-is.de
+49 711 5788 13 13

Monday - Friday
09:00-12:00 CET
13:00-17:00 CET