

Support- and Service-Options

The SMS Gateway Support Services for brevis.one „Full Coverage Standard 8x5“ and „Full Coverage Premium 24x7“ offer reliable and quick replacement for your hardware appliance, and additional services. The shipment of a new unit usually is expedited on the next business day. All replacement units are new or refurbished and checked. Full Coverage service options contain SAM Software Asset Management, which offers valuable software updates for your unit.

The SAM Software Asset Management Plan delivers important software updates for your SMS Gateway. For additional service options, consider the Full Coverage plans.

SCOPE OF SERVICES

Standard 8 x 5

Fast. Flexible. Reliable.

- Service Monday through Friday, 09.00 - 17.00 CET (public holidays in the state of Saarland not included).
- Replacement in advance.
- Shipment on the next business day.
- Replacement units and parts are new or refurbished and tested.
- Attractive option instead of repair on site.
- Instructions to return broken unit.
- Remote analysis / trouble shooting support and technical assistance by phone and E-Mail.
- We start handling incidents under this option within four hours during service hours.
- Reduced downtime.
- Full 1st and 2nd Level Support, also in questions around configuration and integration.
- Includes SAM Software Asset Management.

Premium 24 x 7

For specific demands.

- Report hardware failures around the clock, 365 days per year.
- Replacement in advance.
- Shipment on the next day possible.
- Replacement units and parts are new or refurbished and tested.
- Service Monday through Friday, 09.00 - 17.00 CET (public holidays in the state of Saarland not included).
- Instructions to return broken unit.
- Remote analysis / trouble shooting support and technical assistance by phone and E-Mail.
- We start handling incidents under this option within four hours during service hours.
- Reduced downtime.
- Full 1st and 2nd Level Support, also in questions around configuration and integration.
- Includes SAM Software Asset Management.

SAM Software Asset Management

- Included for one year with each purchase.
- Get on SAM from the 2. year after purchase to keep your SMS gateway current.
- Receive updates for your unit for one year.
- Includes limited assistance with your questions by E-Mail only.

All prices listed are for one year and one device. Service options have to start immediately after purchase or prior contract periods, the SAM Software Asset Management for one year is included in the purchase price of each unit. Later purchases for expired Service Options or SAM are calculated retroactively from the original date of purchase respectively the last contract end date plus a non-discountable reinstatement fee of 10% on the fees for the time elapsed. Support- and Service-Options have to be purchased for a minimum of one year in advance and can be purchased for a maximum period of five years in advance. Fees have to be paid in full in order for the service agreement to become active.

Upon request, we offer automatic renewal at the end of each period (automatic renewal invoice). In all other cases, service options have to be renewed actively by submission of a purchase order. Shipment for replacement in advance only within the EU.

The terms and conditions of BASIS Europe Distribution GmbH and the respective contractual conditions in their respective version apply. All prices ex. VAT.

Get in touch

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