



**First Level Support  
Contact Data**

## Content

1.	Contact details and tasks of the 1 <sup>st</sup> Level Support.....	3
2.	Tasks of the 2 <sup>nd</sup> Level Business Support .....	4
3.	Availability .....	5
4.	Operating hours and maintenance.....	6
5.	Appendix .....	7



# 1. Contact details and tasks of the 1<sup>st</sup> Level Support

## Contact details of the 1<sup>st</sup> Level Support

- Email: servicedesk@hsubject.com
- Telephone: +49 30 991918722

## Task of the 1<sup>st</sup> Level Support

- Single Point of Contact for all inquiries
- Recording, escalation and tracking of tickets
- Solutions of standard incidents

1st Level Support	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
(7/24)	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00

All time details comply with MEZ / CET.

## 2. Tasks of the 2<sup>nd</sup> Level Business Support

### Tasks of the 2nd Level Business Support

- Support for non-technical inquiries

2nd Level Support	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>(5/8)</b>	-/-	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	-/-



### 3. Availability

The Hubject system is a highly available system. The availability describes the time in which the system can be used (uptime). Times during the agreed maintenance windows are not considered downtime.

The measurement of availability is carried out exclusively through the production system and shall not apply to all other systems (development, quality assurance/ integration, staging).

Calculation:

365 days x 24 hours = 8.760 hours = 525.600 minutes = 100%.

ID	Classification Service Level	Requirements
1	Availability in % based on one (1) year of contract	<b>99,75 %</b>
	Maximum downtime per year:	21,9 hours
2	Availability in % based on one (1) year of contract	<b>98,9 %</b>
	Maximum downtime per contractual year:	96 hours

The availability of ID 1 refers to all of the subsystems, which include a time-critical transaction, i.e. all systems where the electric mobility user is directly involved (e.g. authorization of the charging station).

The availability of ID 2 refers to all subsystems where **no** direct involvement of electric mobility user takes place.

## 4. Operating hours and maintenance

### Operating hours of the systems

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>(7/24)</b>	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00	00:00 – 24:00

All time details comply with MEZ / CET.

### Maintenance

Hubject is entitled to suspend all services for planned maintenance. A planned interruption will be communicated by Hubject no later than ten (10) days in advance with the customer. Hubject is obliged to plan the maintenances accordingly, in order for the customers to be able to use the system without compromising the end users. If interruptions are unavoidable, Hubject has to design them in a way that the complications for the customers and their end users are as low as possible. Exemptions are made for Emergency Changes, e.g. the uploading of security patches that are in the need of immediate implementation as they are required to secure and maintain the operations. These need to be reported to the customers instantly after its definition and performed in order to keep the disruption of the operations as low as possible.

### Maintenance Window

In the timeframe of announced maintenance windows incl. tests in the context of change management, the agreed SLA will not apply. The defined maintenance windows only affect the production system

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No maintenance	No maintenance	No maintenance	2:00 - 6:00	No maintenance	No maintenance	No maintenance

# 5. Appendix

