

# AppTec Service Agreement

Please use this form to submit an order to our experts, for support during the installation, configuration or trouble shooting of your AppTec solution.

Please email or fax the completed and signed form to support@apptec360.com or to +41 61 511 3219.

## Contracting Agent

_____ Company	_____ Street
_____ Title	_____ Zip Code
_____ First Name	_____ City/Country
_____ Last Name	_____ Telephone
_____ E-Mail	_____ VAT-ID NR.

We hereby retain the AppTec GmbH, located in Basel, for the remote-support in the following areas.  
The charges for the services offered in the area of "troubleshooting" will not be billed to the customer, as long as the error can be attributed to AppTec GmbH and the customer can produce a valid Upgrade & Support Contract with AppTec.

(Please check the appropriate boxes.)

## Installation, Configuration and Workshop

- |                          |   |   |                        |
|--------------------------|---|---|------------------------|
| <input type="checkbox"/> | Installation of the virtual AppTec EMM Appliance  | - | 900,00 € (flat rate)   |
| <input type="checkbox"/> | Installation "Universal Gateway without Kerberos"<br>(Redundant Installation 50% Surcharge) | - | 750,00 € (flat rate)   |
| <input type="checkbox"/> | Installation "Universal Gateway with Kerberos"<br>(Redundant Installation 50% Surcharge)    | - | 1.500,00 € (flat rate) |
| <input type="checkbox"/> | Integration of a SSL-Certificate into the Virtual Appliance                                 | - | 250,00 € (flat rate)   |
| <input type="checkbox"/> | SMTP-Configuration for the Virtual Appliance  | - | 250,00 € (flat rate)   |
| <input type="checkbox"/> | Migration of the Virtual Appliance  | - | 600,00 € (flat rate)   |

- Workshop | Introduction to the EMM-Management Console - 600,00 € (max. 4h)
- \_\_\_\_ hour(s) Check Up | Integration of System-updates for the VA (depending on required time) - 150,00 € (per hour or partial hour)
- URL-Change of a license - 50,00 € (flat rate)

## Troubleshooting

- Testing of the Communication-Settings of the VA - 250,00 € (flat rate)
- \_\_\_\_ hour(s) of individual support\* depending on required time - 150,00 € (per hour or partial hour)

Description of the individual support:

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Please be sure to indicate the number of required full hours, during the ordering of individual support. (Subsequently, the estimating for the task will be performed by one of our colleagues from our technical support department.)

### Notices & Conditions

\* The individual support can only be ordered by a customer with a valid Upgrade & Support Contract. The individual support can not be booked for Hands-On Support. For Hands-On Support, a Premium Support Package is offered.

The prices are calculated without the legally applicable VAT. AppTec GmbH's Terms and Conditions apply exclusively. These conditions can be referenced on our website under [www.apptec360.com/en/legal](http://www.apptec360.com/en/legal).

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We hereby agree that we will be billed for the ordered services, to be performed by AppTec GmbH.

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Location and Date

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Signature and Stamp (if applicable) Contracting Agent

AppTec For Internal Use

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Performed on

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Performed by