

# TOSIBOX CENTRAL LOCK MAINTENANCE SERVICE

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Service includes

## 1. Backup service

- 1 backup /day
- Backup of the essential information of devices to Tosibox Oy's secured servers

## 2. Monitoring service

- 24h (24h/365 days)
- Device and software failures
- Network failures

## 3. Software update service

- Time for update installations will be agreed with the customer.

## 4. Premium level user support

- Separate support email address 24/7
- Bug report reception by email 24/7
  - First response to email < 2 h, Mon-Fri 8 - 16\*
- Bug report reception by phone 8h/5days, Mon-Fri 8 - 16
  - Debugging / problem analysis Mon-Fri 8 - 16
  - Troubleshooting starts < 1 h, Mon-Fri 8 - 16

Pricing: Please contact Tosibox sales

\* Note: All times are GMT +2h