

# RESPONSE TIMES SUPPORT LOBSTER DATA GMBH



## RESPONSE TIMES DURING REGULAR BUSINESS HOURS

Support hours – email: Mo–Fr from 8am–5pm CET

Support hours – telephone: Mo–Fr from 9am–4pm CET

Priority level	Standard response time	Premium response time	Supplementary explanations to the Description of Services in accordance with the Ts&Cs (see Annex 1 – Support Services for Lobster_data)
A – System failure	2h	immediately or up to 30 mins	Priority A incidents must be reported by telephone in order to guarantee the indicated response time. A same-day premium response time for the day of incident communication is only possible if the message is received by Lobster during the telephone support hours of 9am–4pm.
B – Major bugs	4h	2h	The response time is calculated based on the specified support hours of 8am–5pm. The clock won't start until Lobster receives the ticket.
C – Minor bugs/Errors	12h	12h	The response time is calculated based on the specified support hours of 8am–5pm. The clock won't start until Lobster receives the ticket.

## RESPONSE TIMES OUTSIDE OF REGULAR BUSINESS HOURS – ON-CALL 24/7

On-call 24/7 (4pm–9am CET)

Priority level	Standard response time	Premium response time	Description of services
A – System failure	2h	45 min.	Priority A incidents must be reported by telephone in order to guarantee the indicated response time. Assessment of the incident, diagnosis of possible error sources, pot. restart of _data, where necessary customer support for issues with third-party systems. Problems that occur in relation to the installation of an upgrade or a patch are not covered by the 24/7 support option.
B – Major bugs		N/A	Incident to be resolved on the next working day (see above)
C – Minor bugs/Errors		N/A	Incident to be resolved on the next working day (see above)



Premium response fee: 0.5% of monthly licence fees

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