



Your Communardo Service Card

Services provided by the Service Card:

- Answers to all sorts of functional questions to do with our supported products
- Support concerning technical problems (failures, error messages, investigation of logs or performance problems)
- Help with setting up your configuration
- Support for minor modifications
- Similar services of minor scope

Products covered under the Service Card:

- All products provided by Communardo or Communote (apps, plugins, add-ons)
- Atlassian Confluence, JIRA, JIRA Agile, Stash, Bamboo, as well as selected add-ons for these
- Microsoft Sharepoint, Nintex, Microsoft 365, as well as selected Apps for these
- IBM Connections, Trilog ProjExec, and additional selected add-ons

How to purchase the Service Card:

You can purchase through our online shop. During the shopping process, you'll be able to select the amount of hours you'd like to purchase. As soon as the purchase has been complete, we will contact you within 1-2 working days (in any case, no later than 5 work days). Subsequently, we will support you in finding a solution up to the amount of time set in the hours allocated. Any hours that aren't used can then be used within a three-month period for other queries you may have.

Terms and Conditions:

- 1 The contractor renders support in the form of a service for which the maximum time is until the end of the purchased time. The allowance of time is done in 15 minute segments. Any part of the agreed time that's not used, can then be used within three months following the date of purchase and it's without the possibility of refund. The contractor guarantees that work will be performed by qualified members of staff but not that a certain result will be fulfilled within the purchased time.
- 2 The support will be carried out from the offices of the contractor by telephone and/or remote access within the business hours of the contractor. The customer has the option of having the work carried out through German or English. The customer, at no cost to the contractor, will provide remote access if needed. If remote access is needed in order to solve the problem then any time consumed by this will be included in the Service Card hours.
- 3 Complex services (eg. software development or substantial system analysis) aren't offered as part of the Service Card, including through the purchase of multiple Service Cards. The contractor holds the right to reject any contract. If the contractor chooses to exercise this right then the customer will receive a full refund.
- 4 Unless otherwise stated above the following regulations are adhered to: [Allgemeine Vertragsbedingungen des BITKOM \(AV BITKOM\)](#) and [Vertragsbedingungen des BITKOM für Dienstleistungen \(DL BITKOM\)](#).