



KVM INTERNATIONAL A/S

## KVM 24/7/365 online support

**Definition:** During a breakdown of production, qualified help for troubleshooting is provided by accidental production stop on KVM control systems outside KVM's normal telephone hours, which are working days Monday to Friday 07.00 – 16.00 local time.

During breakdown, qualified assistance is provided for troubleshooting on KVM control systems within KVM's normal telephone hours, which is 07.00 - 16.00 local time.

### Settlement

**of account:** Calls to our online support outside normal working hours will cost DKK 1.500,- (200,- EUR) this includes the initial 30 minutes assistance.

**Note:** For all customers, additional services and time consumption are calculated according to KVM's current price list.

KVM customers with a valid online support agreement are not charged for the call, but only for additional services and time allocated.

### Online

**agreement:** Please contact KVM's service department for further information.