

Changes at EAE Hotline Support

The EAE hotline connects you with a competent team of experts who analyze and solve problems together with you. In order to continue offering this top-quality service at the highest level using our own employees, changes in the processing of these services are necessary.

We would therefore like to inform you that the **EAE Hotline Support 24/7**,
as of July 01, 2018

is reserved for our **customers with a valid Service Level Agreement (SLA)**.

Customers **without** a valid Service Level Agreement (SLA) will continue to receive **EAE Hotline Support** during normal office hours, Monday to Friday between 07:00 A.M. - 04:00 P.M. (EST), except on public holidays.

The contact details remain unchanged:

24/7 Hotline Support for all US service calls: +1 (0) 770 421 0774

For our customers with a valid Service Level Agreement nothing changes.

You will continue to profit from the advantages offered by a Service Level Agreement for **EAE Hotline Support 24/7**:

- o Hotline support at a fixed price around the clock
- o Remote support
- o Prioritised handling
- o Plannable and constant support costs
- o Preferential sending of EAE specialists if necessary

If you have any questions, or want to ensure your productivity and keep downtime to a minimum with a Service Level Agreement, your EAE contact person is at your disposal.