

Securepoint On-site service - description of service -

On-site service applies to all newly purchased desktop UTM firewalls, all desktop devices with Infinity licenses, all desktop devices in the "as a service" model, and VPN gateways in the "as a service" variant.

The following are considered **hardware desktop devices**:

- Black Dwarf G3, G5 and G5 Pro
- RC100 & RC200

From the RC300S onwards, the **on-site service** can be booked additionally.

The **on-site service** is valid for "as a service" devices indefinitely as long as the contract exists. For purchased devices, the on-site service applies as long as an Infinity licence exists for the device, but for a **maximum of five (5) years** after delivery of the hardware.

On-site service is available in Germany, Austria, Switzerland, Netherlands, Belgium and Luxembourg. As a rule, **on-site repair** is carried out on the next working day, excluding public holidays. Monthly and annual prices are billed in advance per month and per year.

All further information and details about the **on-site service** of the company Wortmann can be found at:

https://www.wortmann.de/content/files/content//Externe_Dokumente_Ablage/SLA/SLA_Variante_J.pdf
(German language only)