

## intergator Service & Support

When purchasing an intergator license it is mandatory to sign up for the maintenance- and support contract. The intergator team is available to support you in case of questions and problems after the implementation of intergator. Upon request, [trainings](#) can be provided apart from the classic service & support.

The intergator maintenance contract applies for one year and will be automatically renewed if it is not cancelled four weeks prior to the expiration date. Each intergator maintenance contract implies the right to get updates and patches for the licensed components.

In the following, a description of the scope of the services for each package is displayed.

### Basic Support

- Provision of updates and patches for licensed components
- Access to the service portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)

### Standard Support

- Provision and installation of updates and patches for licensed components
- Access to the service portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)

Support by phone, email and remote-administration

### Service Requests

You can address your service requests during weekdays from 9:00 am to 5:00 pm CET (excluding public holidays), via:

- Service Portal\*: <http://service.intergator.de>
- Phone: +49 (0)351 318 09 64
- Email: [service@intergator.de](mailto:service@intergator.de)

\*All service- and support cases will be handled independently from type and entrance in our ticket system. Customers can control the advanced editing with their personal login data in our support portal.

### Premium Support

- Provision and installation of updates and patches for licensed components
- Access to the service portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)
- Support by phone, email and remote-administration
- On-site support
- Optional: 24\*7 recall within 24 hours

