

# AudioCare Service Level Agreement

AudioCare is the Service Level Agreement for Omnia 9s.

AudioCare provides 24/7 Priority Support via telephone, email, remote and online access, as well as installation and configuration assistance from remote.

AudioCare also includes all software updates and upgrades during the duration of the contract.

AudioCare also includes the ability to move Omnia 9s licenses to new machines for the duration of the contract.

**AudioCare Service Level Agreement | TLS Corp (TELOS ALLIANCE)**

## Section II: Software Updates

All available software updates to **Omnia 9s** are provided at no additional charge during the term of this service agreement. This includes maintenance updates as well as all functionality updates and upgrades for additional modules covered under AudioCare. While software updates and upgrades are provided on a regular basis, Telos Alliance does not guarantee any number of software versions within a certain period of time. **Omnia 9s** customers are notified via e-mail when an update is available. Detailed release notes for each update are provided. The customer decides whether an update should be installed or not.

Product enhancements (feature requests) within the scope of the product are covered within the AudioCare agreement. Requests and additional features outside the scope and roadmap of the product are not included with AudioCare.

## Section III: Technical Support

Technical Support provides assistance with the installation, operation and use of **Omnia 9s**

Your Support Engineer will also be able to answer questions about features and feature requests and will address reporting and responding of suspected bugs and known issues.

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**Telos Alliance GmbH**  
Kreuzherrenstrasse 49  
DE-41751 Viersen, Germany  
VAT-ID: DE257743644

Phone +49 2162 1062622  
Fax +49 2162 1062629  
[www.telosalliance.com](http://www.telosalliance.com)

Geschäftsführer: Frank Foti  
Amtsgericht Mönchengladbach  
HRB 12451  
WEEE-Reg.-Nr. DE 26948110

Deutsche Bank AG  
EUR Account: IBAN: DE41314700040803394600  
USD Account: IBAN: DE14314700040803394601  
BIC/SWIFT: DEUTDEDD314