

# Specification of Product Support for OBELISK

valid from 1 January 2016

## I. Product updates

As part of product support, users are provided with free updates of supported versions of the Software Product.

## II. Helpdesk

- a) Requests for repairs of defects and technical consultations are accepted by the Provider at the email address [oba-sla@sefira.cz](mailto:oba-sla@sefira.cz).
- b) The Provider undertakes to respond to such requests by the User no later than the next business day after receiving the request.
- c) Answers to technical questions are provided via a HELP DESK SYSTEM in the following scope:
  - i) Basic configuration of the Software Product
  - ii) Configuration / modification of rights
  - iii) Configuration of the parameters for archiving and retention
  - iv) Advice concerning the application of updates for the Software Product
- d) Only authorised persons have access to the HelpDesk services provided within Product Support for the Software Product

## III. Helpdesk

Product support for OBELISK Archive, OBELISK Trusted Archive, OBELISK Trusted Archive Lite, OBELISK Trusted Store include access to the service for verification of certificates, OBELISK Certificate Validation.