



Bosch IoT Suite

Support Services

Service Descriptions for Support Services

Service Name

Support Services for Bosch IoT Suite

Service Description

The Support Services for Bosch IoT Suite is a service package which offers additional or advanced general and technical support services, which are not covered by the basic support included in service plans.

This Support Services package comprises:

- A Bronze support service plan for individuals or small teams
- A Silver support service plan for small to medium sized teams
- A Gold support service plan for large teams and mission-critical environments

Basic Support

- General technical questions about use of our product
- Incident Notification via web interface and RSS feed
- For support requests and non-critical incidents: 8×5 business hours, Monday – Friday, 09:00 – 17:00 CET/CEST
- All times are based on the Central European Time (CET) or Central European Summer Time (CEST) excluding public holidays valid in Germany/Bulgaria.

Bronze Plan

includes Basic Plan, additionally:

- General technical questions about use of our product
- Incident Notification via web interface and RSS feed
- For support requests and non-critical incidents: 8×5 business hours, Monday – Friday, 09:00 – 17:00 CET/CEST, excluding public holidays and weekends
- Response times for Critical, Major, Minor Incidents: <8h during business hours
- Response times for general Support Requests: <24h during business hours
- Only available for paid subscriptions
- One support contact on customer side and maximum three support cases per month are included

Silver Plan

includes Bronze Plan, additionally:

- For support requests and non-critical incidents: 8×5 business hours, Monday – Friday, 09:00 – 17:00 CET/CEST, excluding public holidays and weekends

- 16x5 Alarming of the Critical Incident Response Team via web interface; Monday – Friday, 06:00 – 22:00 CET/CEST
- Response times for Incidents
 - Critical: <2h
 - Major: <4h
 - Minor: <8h
- Response times for general Support Requests: <24h during business hours
- Questions regarding behavioral implementation or functionality of our services if relevant for the customers IoT solution
- Unlimited contacts and support cases

Gold Plan

includes Silver Plan, additionally:

- For support requests and non-critical incidents: 8x5 business hours, Monday – Friday, 09:00 – 17:00 CET/CEST, excluding public holidays and weekends
- 24x7 Alarming of the Critical Incident Response Team via web interface
- Response times for Incidents
 - Critical: <1h
 - Major: <2h
 - Minor: <4h
- Prioritized access to experts

System Requirements

To access the web-based ticket system:

- Desktop browsers: latest stable version of either Mozilla Firefox, Google Chrome or Microsoft Edge.
- A Bosch ID for each support contact

Privacy Leaflet

Find information about data protection and privacy topics of the service in the provider's [privacy leaflet](#).



Bosch IoT Suite

<https://bosch-iot-suite.com/>
<https://www.bosch-digital.com/>

Imprint

Name and address

Bosch.IO GmbH
Ullsteinstrasse 128
12109 Berlin
GERMANY

Board of management

Dr. Andreas Nauerz, Stephan Lampel

Telephone number

+49 30 726112-0

E-mail address

info@bosch.io

Registrations

District Court Charlottenburg, HRB 148411 B

VAT ID No

DE 203273734