



# SOFTWARE MANAGER

Support  
Last Modified

## Support information

The contact information of the support service is available [here](#).

The communication with the support services is done via e-mail.

## Support Levels and Response Times

The Provider's support will react, process the Customer's service requests, and reply to the Customer as fast as possible. If necessary, the Customer and Provider can agree on different Response Times.

## Planned Maintenance Windows

Any changes to the CSM platform and service, causing downtime for the service, will be carried out during the weekly Maintenance Window. The Maintenance Window is on each Sunday at 21:00-22.00 EET. The Customer will not be informed of any downtime that takes place during the Maintenance Window.

## Unplanned Maintenance

The Customer will be informed of any unplanned service downtime and related instructions as early as possible, depending on the Provider's circumstances.