

**Zurück an SITLog:**  
**FAX: SPS & IT +49 (0) 9602 /94490-956**  
**eMail: SPS & WinCC service@sitlog.de**  
**eMail: IT serviceit@sitlog.de**

SITLog GmbH  
Zum Nachtbühl 1  
92665 Altenstadt an der Waldnaab  
Telefon +49 (9602) 944 90-0  
Telefax +49 (9602) 944 90-950  
E-Mail info@sitlog.de  
Internet www.sitlog.de

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## Order for a one-time hotline support assistance without a contract

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Dear Customer,

Your company currently does not have an existing contract with SITLog in regards to continuous hotline support assistance.

However, for a hotline fee (500,00 € + billing according to actual expenses), we would gladly assist you with your problem.

Additionally, according to our attached service conditions, we will charge you for every commenced hour of assistance, which a support team member or the corresponding project manager provided (consultants after prior agreement).

Please take note of the following surcharge rates.

If requested, we can also send you an offer for a contract regarding continuous hotline support.

Please sign this order and return **all three pages** to the previously mentioned above Fax number, or preferably the email address corresponding to your requested support department.

Your requested support assistance can only commence after this signed document has been received with the correct internal customer order number, which your accounting department has to provide.

**Please note that this order does neither predetermine a response time, nor a processing time in advance.**

Best regards,

SITLog GmbH  
Zum Nachtbühl 1  
D-92665 Altenstadt / WN

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**Order for a one-time hotline support assistance without a contract****Purchaser of the one-time hotline support assistance:**\_\_\_\_\_  
(Company)\_\_\_\_\_  
(Date)\_\_\_\_\_  
(Street, Nr.)\_\_\_\_\_  
(Zip Code, City)\_\_\_\_\_  
(Name of purchaser in printed letters)\_\_\_\_\_  
(Country)

We hereby consent to this one-time offer of hotline support assistance and agree to cover both the 500,00 € hotline fee, as well as the due to processing time resulting costs.

\_\_\_\_\_  
(Date, Signature)

- PLC support assistance**
- IT support assistance**  
(Please tick the corresponding box)

**Invoice recipient of the one-time hotline support assistance:**\_\_\_\_\_  
(Company)\_\_\_\_\_  
(Street, Nr.)\_\_\_\_\_  
(Zip Code, City)\_\_\_\_\_  
(Country)\_\_\_\_\_  
(Internal customer order number of your accounting department)\_\_\_\_\_  
(Tax identification number of your company)

Your own customer order number is needed for your internal assignments.

This number is essential for the final invoice. We have to specify it to your accounting department so they can retrace your order and guarantee the permission for it has been granted.

We ask for your understanding that your support request won't be able to commence without this procedure.

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**- On-Site contact person for trouble shooting****Name:** \_\_\_\_\_**Email address:** \_\_\_\_\_**Phone Number:** \_\_\_\_\_**- Customer name and City / Country****- Affected areas****- Affected position / Affected communication point****- If available, what is the error message showing on your WinCC or on the control panel?****- Please describe the error situation****- What did you try already to solve the issue?****- Were there any manual adjustments?****- Is there already a ticket number for this issue?****- Is the entire system at a standstill?**