

Manufacturer Support = not outsourced to FarmFacts

M = Manufacturer Support

FF = FarmFacts Support

C = end customer

Process

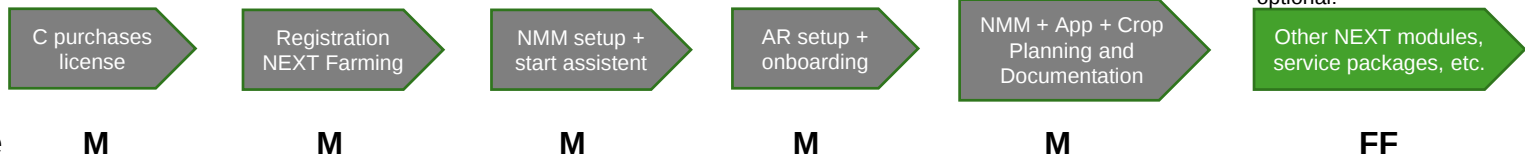
- **C** only contacts **M** for support
- **M** may contact **FF** for additional support excluding **C**
- If **C** contacts **FF** directly despite having **M** issue: billing and / or call forwarding (tbd)*

Contact costs

- **C** to **M**: depends on business modell of **M**
- **C** to **FF**: paid by **C** (e. g. service package) or **M** (billing of services from **FF** to **M**)
- **M** to **FF**: free

Customer journey

Responsible



Costs for incorrect forwarding to FarmFacts support (Exhibit 18, Section 7.1.1)

- Hourly rate: 106,25 €, billable in 15 minute increments

*let's discuss options in an upcoming operational call

FarmFacts Support = Manufacturer Support outsourced to FarmFacts

M = Manufacturer Support

FF = FarmFacts Support

C = end customer

Process

- **C** contacts **M** or **FF** for support (depending on step in customer journey)
- Terms, billing, etc. agreed upon in separate SLA

Contact costs

- **C** to **M**: depends on business model of **M**
- **C** to **FF**: free (covered by **M** for regular support)
- **M** to **FF**: free

Customer journey

Responsible



Costs for outsourcing support

- Hourly rate: 76 €, billable in 15 minute increments
- Yearly commitment and monthly maximum commitment according to SLA

Agent Support = Manufacturer using Agent modell

M = Manufacturer Support

FF = FarmFacts Support

C = end customer

Process

- **C** contacts **M** or **FF** for support (depending on step in customer journey)
- No additional billing for Agents

Contact costs

- **C** to **M**: depends on business modell of **M**
- **C** to **FF**: free for support, service packages cost €
- **M** to **FF**: free

Customer journey

Responsible



Costs for outsourcing support

- None for regular support questions
- Service packages (76 € / hour) for onboarding requests („show me how this module works“)