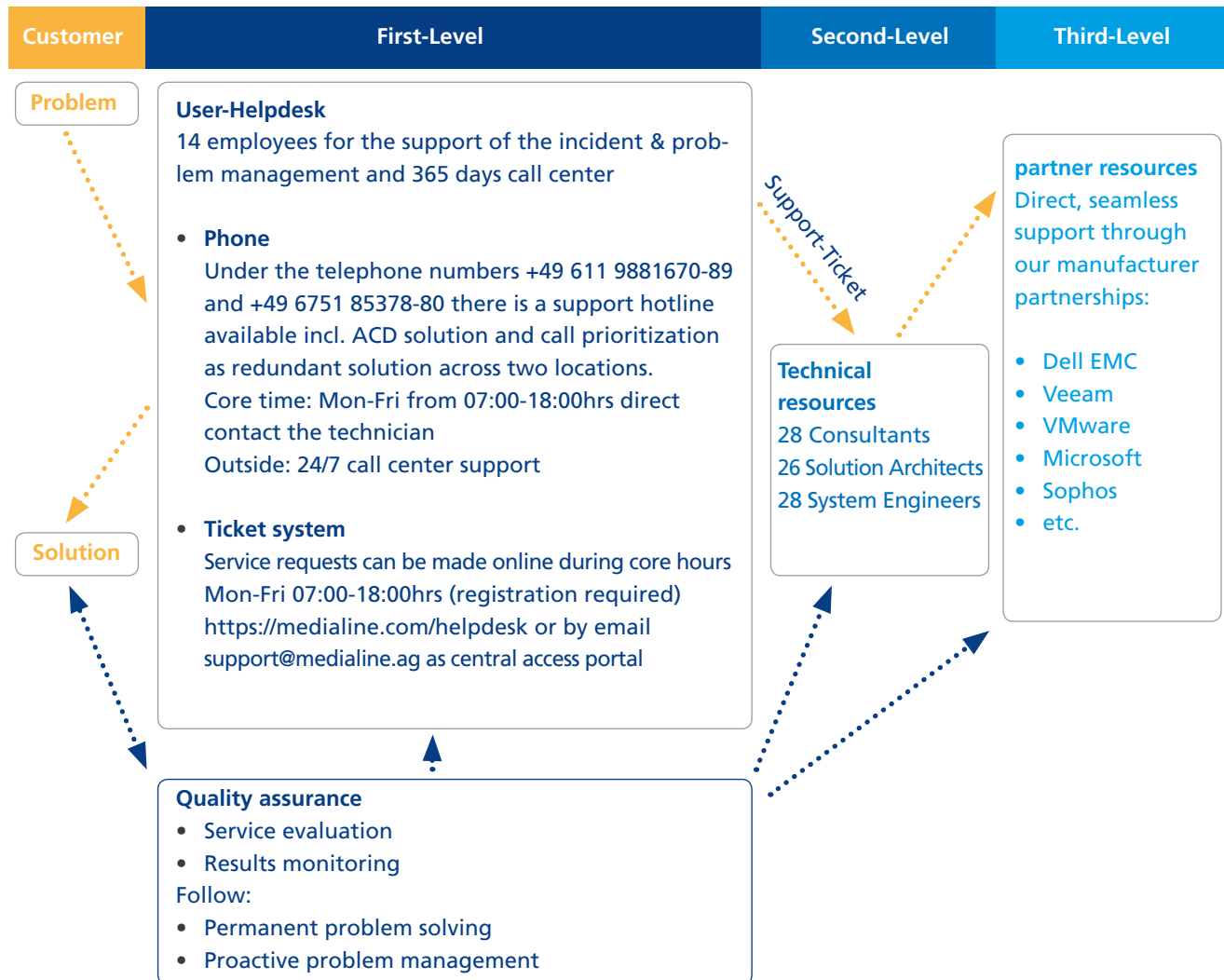


Supportmatrix:



Escalation procedures will go into effect when:

- Exceeding the contractually defined reaction time
- Critical failure and start of an emergency plan
- Serious technical fault situation or malfunction in the service process, which requires escalation from the customer's point of view

First Phase	Second Phase
In case of unavailability or unsatisfactory performance	In case of unavailability or unsatisfactory performance
If booked: Service Delivery Manager	Team Leader Support: Mr. Alessandro Kempka +49 611 9881670-516 alessandro.kempka@medialine.ag