

QS solutions – CSAT Company Guidelines

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These guidelines and procedures are provided by QS solutions and have to be followed by Partners regarding any business related to the Cyber Security Assessment Tool (CSAT).

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CSAT installation requirements documents

The Partner will be responsible for the provisioning and/or installation of the CSAT software on the Customer's equipment, either directly, or by providing the Customers with the necessary hardware requirements, installation, login or other instructions. In the CSAT Partner Portal, all the necessary information is available for Partners to inform Customers on hardware and software installation requirements.

Publicity, use of trademarks

Exclusively for the purpose of marketing and promoting the CSAT Software Products and Services, Partner can use the CSAT and QS solutions logos and visuals. Logos and visuals are in the CSAT Partner Portal.

For any questions about the use of QS solutions' logo's and other publicity material, contact your partner manager at QS solutions.

Ordering and invoicing

The Software Products and Services have to be ordered by the Partner immediately on receiving the order from the Customer or Microsoft.

Partners uses the online forms to request licenses and sends orders to the QS solutions partner manager, and to the following e-mail address:
sc.csat@qssolutions.de

Orders will include (at least):

- Customer's name, address and contact details
- Type of license sold
- Total number of employees in the customer organization

For Microsoft Solution Assessments:

- Customer's name, address and contact details
- The Channel Incentive Level (conform Microsoft Level chart)
- MSX code

License key and Invoice for ordered CSAT licenses will be sent within one business day after receipt of the e-mail order.

Customer support

Company will provide Partner with second-line e-mail support for Customer questions (Customer Support) via the addresses provided.

Company's services consist of Customer Support for fixing errors in and malfunctions of the Software Products and Services.

The following services are excluded from Company's Customer Support:

- a. Installation and implementation work;
- b. Training sessions;
- c. Technical management (of ICT infrastructure);
- d. First-line support that Partner provides to Customers; and
- e. Support for the use of the Company's Software Products and Services.

Such support is available on request as additional services by Company to Partner. If Partner would like to use such support services, Company will provide Partner with a quote on request.

Email address: sc.csat@qssolutions.de

Company's normal business hours are Mo. - Fr. 8.30 to 17.00 CET.

Official Germanys holidays are observed.

Supported CSAT versions

QS solutions is supporting the usage of the last two published versions of CSAT. For example, when CSAT 2.09 is released, CSAT 2.07 and CSAT 2.08 are still supported. You will find instructions on how you can upgrade your installation to a current version of CSAT in the "CSAT Installation and Configuration Manual".

Bugfixes will only be applied to the latest version of CSAT and to future versions. To quickly fix a potential blocking bug, a hotfix will be created or a new version of CSAT is released.