

a) **24 Hour Support**

Each request placed on for the Software Support service must be a Priority Level 1 or 2 (as described under Section 3). Requests received with a lower priority will be charged at the Suppliers published consultancy price or will be passed to the helpdesk team to be dealt with the next business working day. This 24*7 support plan may only be purchased in addition to Standard Support and must be purchased in advance. The Supplier will provide a 24*7 support service as follows:

- Provide the Customer with a 24 hour, 7 day a week telephone service for Priority Level 1 and 2 issues, with calls raised outside normal business hours assigned to a call logging service before being passed to an on call engineer where the criteria is met.
- The Supplier will make every effort to ensure that this service is available 24 hours a day, 365 days a year. In the event of planned downtime, the Supplier will notify the Customer in advance and where possible make an alternative system available.
- Respond to the Customer's logged issue within one hour of the call being placed.
- Endeavour to resolve the Customers problems by means of telephone support.
- Where it is agreed between the Customer and the Supplier that the problem may only be resolved by an onsite visit, then this will be chargeable at the Supplier's prevailing rates.

b) **Onsite Support**

The Supplier can offer onsite support at its then prevailing price. This onsite support plan may only be purchased in addition to Standard Support. The Supplier will provide onsite support services as follows:

- When a problem is reported as a Priority Level 1 or 2 and it is agreed between the Customer and Supplier that a problem duly reported in accordance with the terms and conditions of Standard Support may only be resolved by an onsite visit, then this will not incur the charge.
- Where an onsite response time is committed to, the Supplier agrees to provide a Qualified Technical Consultant to be at the Customers' premises within the agreed time frame (usually 8 hours of the issue being agreed as a P1 or P2 which necessitates an onsite visit.
- Air flight and hotel costs are not included in the onsite support service fee. Where air flights and/or hotels are required, these will be agreed in advance with the customer.

c) **Helpdesk Only**

If necessary, the option of purchasing Standard Helpdesk Support only may be possible (please enquire with your account manager). Customers purchasing a 'Helpdesk Only' support plan are not entitled to the benefits that come from the Maintenance program including, but not limited to:

- Software Upgrades
- Software Service Releases
- Software Hotfixes
- Incident escalation to the manufacturer.

Service Levels (SLA's)

Severity Description	Response SLA
Priority One – System Down <ul style="list-style-type: none">- A system that had previously been working is now unavailable	1 Hour Response
Priority Two – Serious Business Impact <ul style="list-style-type: none">- A system that had previously been working is now impaired and the problem is affecting the whole system although some elements do continue to function normally	1 Hour Response
Priority Three – Minor Business Impact <ul style="list-style-type: none">- A specific problem localised to some clients or a minor system error	2 Hour Response
Priority Four – No Business Impact <ul style="list-style-type: none">- A problem with no business impact to live systems, or an issue with a test system	3 Hour Response
Priority Five – General Queries <ul style="list-style-type: none">- Requested product changes or enhancements (it should be realised that these may never be supplied)	Reasonable Endeavours

The above SLA's apply to production systems in current use; issues which occur with an evaluation system/NFR/Partner system these will be prioritised as a Priority 5 level incident.