

SAAS Agreement – Schedule 2: Support Services

1. Purpose and Scope

This document defines the specific services for the Customer that Provider will provide and describes the Services to be provided all as more specifically described in this schedule below:

- a. Customer Support:
- b. Backup Services:

2. Service Hours

The Customer service helpdesk, will be available to accept, and work on support calls received from the Customer between the hours of 09:00am and 17:00pm Monday through Friday excluding UK Public Holidays. Times specified are UK local Times (i.e. in summer these will be BST and not GMT).

Calls may be made to the following number:- 0330 100 1032

Alternatively, emails may be sent to:-

For istOffice products: support@istoffice.co.uk

For istCare products: support @istcare.co.uk

3. Online Availability

The Services will be available to the Customer for a minimum of **95%** of the Service Hours. The percentage of online availability will be calculated on a monthly basis, and will be a reflection of the availability of the Services over the total number of "Service Hours" for the Month.

4. Backups

4.1 Backup Frequency

Provider will ensure that daily backups are performed at midnight. Execution times for backups will be monitored for adherence to these times.

5. Recovery times for System Failures

Complete System Failure - where it is necessary to completely re-build the server - within 24 hours of the fault being first fully reported to Provider.

System failure - where a single element can be replaced with a functioning one, without the need to re-boot the Server – within 4 working hours of the fault being first fully reported to Provider.

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6. Customer Support

CUSTOMER SUPPORT NUMBER

The telephone number is: 0330 100 1032

CUSTOMER SUPPORT RESPONSE TIMES

Provider shall provide the following response times to calls received via the following channels:

Telephone calls to the Customer Support Number will be answered within 15 minutes. During the telephone call, details of the incident and contact information will be taken from the Customer, a service request will be raised, and the service request number will be given to the Customer. The service request will then be assigned to an appropriate support analyst, and work shall commence within the times specified in the table below.

Notifications to Customer support submitted via emails sent to the Provider Customer support email address will be responded to within 30 Minutes of receipt. Details of the incident and contact information will be taken from the submitted information, a service request will be raised, and the service request number will be returned to Customer in the response.

In each case, Provider will assign the appropriate level of priority and an appropriate support analyst to the service request, and Provider shall use its reasonable endeavours to ensure that work shall commence within the times specified in the table below.

Response	High Priority	Medium Priority	Low Priority
The call will be addressed by support analyst within:	20 minutes	40 minutes	60 minutes
Progress reporting	Every 30 minutes or as agreed	Every hour or as agreed	As agreed
Maximum target for provision of plan for resolution or circumvention	1 Day	2 Days	3 Days
Provision of Temporary Fix	A.S.A.P.	A.S.A.P.	A.S.A.P.
Provision of Permanent Fix	A.S.A.P.	A.S.A.P.	A.S.A.P.

A "Temporary Fix" is an acceptable temporary work around the issue which allows the Services to be provided without substantial degradation in performance. A Temporary Fix can include changing back to a previous version of software. Such a fix will only be implemented with the agreement of Customer's Representative.

A "Permanent Fix" is a permanent resolution of the issue which restores the Services to optimum level.

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A.S.A.P. Means in such reasonable time as is physically and technically possible with due regard for the severity and complexity of the issue and the integrity of the solution.

Priority is a measure based on impact and severity as set out in the following section, and dictates the response that the event will receive.

Classification of Support Priorities

HIGH - A major issue which prevents the Services or a part thereof from being run and/or cripples the Software or a part thereof or causes severe performance degradation; causes a halt to the operation of important tasks by Customer or places the operation of such tasks at risk;

MEDIUM - A major problem with the running of the Services, notably to perform in accordance with and provide the facilities, functions and capacity as set out in the Proposal or relevant technical documentation, (other than a major issue).

LOW - A minor inconvenience which causes minor disruption to the Customer.

SUPPORT CALL IMPACT AND SEVERITY GUIDELINES

When Customer logs a support call with Provider, impact and severity will be assigned to the call by Provider using the following guidelines:

Impact :- the extent the problem would have on Customer's business continuity (reflecting number of people affected)

<i>Extent</i>	<i>Description</i>
Single user	A single user is affected.
Functional group	A number of users, grouped by business function are affected.
Geographical group	A number of users, grouped by their geographical location are affected.
Organisation	All the users within Customer's organisation are affected.

Severity :- how severely the Customer's business is impacted.

SEVERITY	DESCRIPTION	EXAMPLE
Unable to carry out business function	The problem prevents the user from performing its business function.	The Services are unavailable.
Major inconvenience	The problem allows user(s) to continue to perform their business function in a restrictive manner, and seriously reduces the efficiency of the user(s) within the business.	Unable to print reports.
Minor inconvenience	The user is able to perform its business function, but a matter has been identified which reduces the efficiency of the user(s) within their business function.	The space available for a text label is too small for the complete text to be displayed.

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ESCALATION PROCESS

The call logging system automatically escalates based on the time that a call remains in a particular status & impact/severity.

Escalation levels:-

- 1 Support analyst notified
- 2 Support analyst and team leader notified
- 3 Support analyst, team leader and support manager notified
- 4 Support analyst, team leader, support manager and director notified

Customer can request escalation by contacting the Provider's Customer support within Service Hours.

Escalation levels 1 + 2 are to ensure that initial contact is made with Customer.
Escalation levels 3 + 4 are to ensure that the maximum target for provision of plan for resolution or circumvention is met

	HIGH PRIORITY	MEDIUM PRIORITY	LOW PRIORITY
ESCALATION LEVEL 1	When call is logged	When call is logged	When call is logged
ESCALATION LEVEL 2	20 minutes	40 minutes	60 minutes
ESCALATION LEVEL 3	4 hours	8 hours	2 Days
ESCALATION LEVEL 4	1 Day	2 Days	3 days

REPORTS AND SERVICE LEVEL REVIEWS

Provider will use industry standard tools to monitor and automatically report on the levels of service that are being delivered to the Customer. The reports will include statistics on network, application and support calls. The reports will be made available to Customer at regular intervals.

Monthly and/or weekly reviews will be scheduled with Customer where performance and Service Levels will be discussed. These reviews may take the format of a telephone call to Customer's Representative by Provider's Representative, or a more formal meeting between Provider and the Customer at a mutually convenient location.

Non-specified performance standard

Where an element of the Services is not the subject of a performance standard described below then it shall be supplied by Provider to Customer to a reasonable care and skill in accordance with the general duties and obligations of Provider pursuant to this agreement.