

## Service Level Agreement

### Support Contact Details:

Support Hours: 9:00am to 5:30pm standard working days  
Out of hours: Subject to surcharge and 24 hours advanced notice  
Email: [support@thesoftwarebureau.com](mailto:support@thesoftwarebureau.com)  
Website: [www.thesoftwarebureau.com](http://www.thesoftwarebureau.com)  
Telephone: 0870 735 1320  
Last updated: June 2019

### Support Definitions

- **Severity 1 - Critical problem. The Customer is unable to use the Licensed Products which results in a critical impact upon the operation of the Customer's business.**
- **Severity 2 - Major problem. Important, documented function is not available for the Customer's use. The Customer can continue to use the Licensed Products, but business operations are severely restricted by the problem.**
- **Severity 3 - Minor problem. The Customer is able to use the Licensed Products, but with some restrictions to the functions available. These are, however, not critical to overall operation of the Licensed Products.**

### Contact Hierarchy for Support Issues

Customer Support Team	0870 735 1320	<a href="mailto:support@thesoftwarebureau.com">support@thesoftwarebureau.com</a>
Ian Bastick – Head of Support	0870 735 1320 07392 083188	<a href="mailto:ian.bastick@thesoftwarebureau.com">ian.bastick@thesoftwarebureau.com</a>
Mark Dobson – Client Services Director	0870 735 1322 07899 910533	<a href="mailto:mark.dobson@thesoftwarebureau.com">mark.dobson@thesoftwarebureau.com</a>

# Service Level Agreement

As part of your Licence Agreement, The Software Bureau measures its support services using the following service level indicators:

## 1. Software Support Contact

- 1.1. Both telephone and email support are provided to all users between the hours of 9:00am and 5:30pm weekdays, excluding public holidays.
- 1.2. Out of hours support can be provided at an additional cost, subject to quotation and with a minimum of 24 hours advance notice.
- 1.3. Support will provide acknowledgement to all email or telephone support requests within 120 minutes of the original call/email (providing it is received within working hours shown in 1.1 above).
- 1.4. Upgrades and enhancements to standard modules are inclusive within your licence fee.
- 1.5. Royal Mail generated updates to discount sort routines such as bulk sort databases or price changes will be provided a minimum of one (1) week in advance of said change, free of charge (Subject to availability of resources from Royal Mail).
- 1.6. One (1) days' training on installation and full documentation on release of upgrades and enhancements are included in the licence fee.
- 1.7. All on site technical interventions requested by you will be quoted on an individual basis and costs must be agreed in advance prior to any work being carried out. Our normal hourly rate is £125.00 per hour plus a contribution towards travel time and normal costs, of £90.00 per hour.

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### 2. Support Level Definitions

The Customer will allocate each problem a severity level in accordance with the following criteria:

- 2.1 Severity 1 - Critical problem. The Customer is unable to use the Licensed Products which results in a critical impact upon the operation of the Customer's business.
- 2.2 Severity 2 - Major problem. Important, documented function is not available for the Customer's use. The Customer can continue to use the Licensed Products, but business operations are severely restricted by the problem.
- 2.3 Severity 3 - Minor problem. The Customer is able to use the Licensed Products, but with some restrictions to the functions available. These are, however, not critical to overall operation of the Licensed Products.
- 2.4 Support shall be entitled to recover its costs and expenses reasonably incurred in responding to a problem determined by the Customer to be a Severity 1 or Severity 2 problem which should reasonably have been determined to be a Severity 3 problem.
- 2.5 Support shall use all reasonable endeavours to respond to each problem supplied by the Customer as follows:
- 2.6 Severity 1 problems - a response to the Customer in call back mode within two (2) hours of notification made to support in Working Hours. A resolution to the problem will be provided by support to the Customer within one (1) working day from the date of receipt of the problem, or the date of receipt from the Customer of any material necessary to diagnose the problem, whichever is the later. Such resolution may consist of a temporary fix or work-round which is acceptable to the Customer and support. Support will provide the Customer with a daily status report on the problem pending such resolution, detailing actions taken to date, results obtained, and the next action planned. Severity 1 issues are deemed as not requiring any physical change to the software or any associated data tables etc.
- 2.7 Severity 2 problems - a response to the Customer in call back mode within two (2) hours of notification to support made in Working Hours unless notification is received by support after 1500 hours on any day in which case a response will be made to the Customer before 1200 noon on the following working day. A resolution to the problem will be provided by support to the Customer within three (3) working days from the date of receipt of notification of the problem, or the date of receipt from the Customer of any material necessary to diagnose the problem, whichever is the later. Such resolution may consist of a temporary fix or work-round which is acceptable to the Customer and support. Support will provide the Customer with a weekly status report on the problem pending such

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resolution, detailing actions taken to date, results obtained, and the next action planned. Severity 1 issues may require the development of a patch/table change within the Cygnus or Swift products. Level 2 includes provision of bespoke DLL's and Splerge scripts (Cygnus only) - subject to specification.

- 2.8 Severity 3 problems - a response to the Customer in call back mode by 1730 hours on the next working day. A resolution to the problem will be provided by support to the Customer within ten (10) working days from the date of receipt of notification of the problem, or the date of receipt from the Customer of any material necessary to diagnose the problem, whichever is the later. Such resolution may consist of a temporary fix or if the issues involves the manifestation of a bug within the software product that prevents the software from being used and there is no recognised work around to the issue. Level 3 will normally involve the creation of a new executable and or associated program files.

### 3. User Obligations

- 3.1 **The user** will ensure only appropriate and trained personnel use the software.
- 3.2 **The user** will ensure that all software upgrades, table changes, PAF updates, and suppression and home mover database updates are loaded promptly and in accordance with the installation instructions provided.
- 3.3 **The users** are to ensure that any errors displayed during the creation of a project are captured and reported to support.
- 3.4 **The users** are to ensure that their users do not invoke multiple Cygnus executables on any one machine.