

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
Website: www.thesoftwarebureau.com
Telephone: 020 8915 1102

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

Support	020 8915 1102	support@thesoftwarebureau.com
Mark Dobson – Client Services Director	020 8915 1102 07899 910533	mark.dobson@thesoftwarebureau.com

Service Level Agreement

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

1. Software Support Contact

- 1.1. Telephone and electronic mail box support is 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 support fee.
- 1.5. Royal Mail and DSA generated updates to discount sort routines such as; Bulk sort database or price changes will be provided a minimum of 1 week in advance of said change free of charge (Subject to availability of resources by Royal Mail and the DSAs).
- 1.6. 2 man days training on installation and full documentation on release of upgrades and enhancements are included in the support 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 £80.00 per hour plus a contribution towards travel time and normal costs, of £40.00 per hour.

Service Level Agreement

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 1 (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 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.

Service Level Agreement

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 appropriate and trained personnel use the software.
- 3.2 **The user** will ensure that all software upgrades, table changes, suppression and home mover data and PAF refreshes 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.