

SCHEDULE 4 (SUPPORT SLA)**1. Introduction**

1.1 This Schedule 4 sets out the service levels applicable to the Support Services.

2. Helpdesk

2.1 The Provider shall make available to the Customer a helpdesk in accordance with the provisions of this Schedule 4.

2.2 The Customer may use the helpdesk for the purposes of requesting and, where applicable, receiving the Support Services; and the Customer must not use the helpdesk for any other purpose.

2.3 The Provider shall ensure that the helpdesk is accessible by telephone, email

2.4 The Provider shall ensure that the helpdesk is operational and adequately staffed during Business Hours during the Term.

2.5 Helpdesk: info@compliapps.com; info@riskpoint.co.uk , Tel 0204 577 39070

3. Response and resolution

3.1 Issues raised through the Support Services shall be categorised as follows:

- (a) critical: the Hosted Services are inoperable or a core function of the Hosted Services is unavailable;
- (b) serious: a core function of the Hosted Services is significantly impaired;
- (c) moderate: a core function of the Hosted Services is impaired, where the impairment does not constitute a serious issue; or a non-core function of the Hosted Services is significantly impaired; and
- (d) minor: any impairment of the Hosted Services not falling into the above categories; and any cosmetic issue affecting the Hosted Services.

3.2 The Customer can direct, acting reasonably, into which severity category an issue falls.

3.3 The Provider shall use reasonable endeavors to respond to requests for Support Services promptly, and in any case in accordance with the following time periods:

- (a) critical: 2 Business Hour;
- (b) serious: 5 Business Hours;
- (c) moderate: 2 Business Day; and
- (d) minor: 7 Business Days.

4. Provision of Support Services

4.1 The Support Services shall be provided remotely, save to the extent that the parties agree otherwise in writing.

adminapps

Powered by
RISKpoint 