

# Service Level Agreements

# Support Options

Version 1.05

All levels of support include essential product update cover and license.		Standard	Enhanced (POA)	Premium (POA)
Target Resolution Time	Target Resolution Time for <b>Severe Tickets only</b> as defined in SLA Clause 7.	24 hours	12 hours	6 hours
Target Response Times (business hours)	Response is defined in SLA Clause 6.			
<b>Severe:</b>	A critical level issue is an issue where the Customer has a system DOWN situation. This is defined as all users cannot log into their Intact Software System because of a problem with a Supported Product.*	6 hours	4 hours	2 hours
<b>High:</b>	A high level issue is an issue where a Customer cannot perform a business critical function because of a problem with a Supported Product. This level is only given to issues which relate to transactional issues.*	10 hours	5 hours	5 hours
<b>Medium:</b>	A medium level issue is an issue where the Customer is having a non- transactional related problem or question relating to a Supported Product. These are usually related to reporting, reconciling, etc.*	40 hours	24 hours	12 hours
<b>Low:</b>	A low level issue would be a general query relating to a Supported Product that would not effect the running of the business.*	72 hours	48 hours	48 hours
Hours of Support	Monday To Friday	8 to 5:30	8 to 5:30	8 to 5:30
Supervised Updates within business hours	Software Updates 8:30 to 5:00pm Monday to Thursday	Yes	Yes	Yes
Supervised Updates outside business hours	Software Updates outside normal business hours	Chargeable	Included	Included
Number of Tickets	Number of Support Tickets allowed per year	50	100	Unlimited
Number of Listed Contacts	Number of named listed users to liaise with Intact Software Support helpdesk	4	5	10
Methods of contact	Telephone Hotline, Online Helpdesk Support Portal	Yes	Yes	Yes
CCR	Configuration Change Request allowed without PO - 10 minute limit for each change - per year	Chargeable	Chargeable	Yes
Enterprise Support	Access to Enterprise Support Team	No	No	Yes
Dedicated Contact	Named Support Contact	No	No	Yes
Extended Out Of Hours Support	Weekend Critical (8 to 12 Saturday), Weekday Critical (17.30-20.00)	No	Yes	Yes
Intact Software Customer Installation	Install Intact Software on Customer PCs	Chargeable	Chargeable	Chargeable
<b>Year End Services*</b>	One Year End per Company per Year (Business hours only & Providing month end checklist has been completed)	Yes	Yes	Yes
<b>Account Management</b>				
Account Manager	Dedicated Account Manager	Yes	No	No
Key Account Manager	Dedicated Key Account Manager	No	Yes	Yes
Ticket reviews	Quarterly Ticket Reviews	N/A	Yes	Yes
Planning	Annual Strategic Planning Meeting	No	No	Yes
Service Days	Annual Proactive Service & Maintenance time	No	Yes	Yes
<b>Additional Services</b>				
Operational Assistance	Bundled Remote Assistance	10hrs	10hrs	10hrs
Bundled ProServe Days	Tier 1 - Days ordered upon Request	N/A	N/A	N/A
Bundled ProServe Days	Tier 2 - 1 day per QTR can be added to monthly DD	4 days	4 days	4 days
Bundled ProServe Days	Tier 3 - 1 day per month can be added to monthly DD	12 Days	12 Days	12 Days
Bundled ProServe Days	Tier 4 - Details provided upon request	24 Days	24 Days	24 Days
<b>Optional Support Services</b>	Extended Out Of Hours Support	Weekend Critical (8 to 12 Saturday)	Quotation Provided Upon Request	
	Extended Out Of Hours Support	Weekday Critical (17.30 to 20.00)		
	Out of Hours Updates	Monthly fee for out of hours updates		
	Year End Requests	Out of hours Year End Requests		