

Schedule 4 (Support SLA)

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Last updated February 2023.

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1. Introduction

1.1. This section 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 section.

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 email and using the Provider's web-based ticketing system.

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

3. Provision of Support Services

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

3.2. The Comgem helpdesk is powered by Zendesk. Zendesk is a data processor to Comgem.

3.3. When you sign up to Comgem's platform online a support login will be generated so that you can access Comgem's support portal using your selected username and password.

4. Limitations on Support Service

4.1. If the total hours spent by the personnel of the Provider performing the Support Services during any calendar month exceed 2 hours then:

4.1.1. the Provider will cease to have an obligation to provide Support Services to the Customer during the remainder of that period; and

4.1.2. the Provider may agree to provide Support Services to the Customer during the remainder of that period, but the provision of those Support Services will be subject to additional Charges.

5. Delays to Service

5.1. the Provider cannot be held responsible for delays in performing specific services providing they have followed and taken appropriate actions as outlined in this agreement.

5.2. the Provider takes no responsibility if the Provider is prevented from performing specific services for any reasons beyond the control of the Provider, or by those which are caused by the client.

6. New Customers and Ongoing Customer Care

- 6.1. Special arrangements are usually made with all new customers to allow more regular and day to day direct telephone contact with their installation support team member. This arrangement is provided to assist the company in getting their new system, installed, configured and operational as soon as possible or in accordance with their agreed installation plan. This duration is typically the first 30 days after platform go live.
- 6.2. At an agreed time, either before, during the installation period or after completion, each customer will be contacted and provided with a login username and password for use with continued support requests.
- 6.3. From time to time customers will be contacted by the customer support team to review their experiences and provide feedback about any issue they were either very pleased about or for any suggestions on how the implementation process may be improved.

7. Performance, Tracking and Reporting

7.1. Benchmarking and Targets

7.1.1. Our goals are to provide an initial response to support requests within the following time periods – based on Comgem’s classification of the request:

- 7.1.1.1. Urgent. Initial response within 1 hour
- 7.1.1.2. High. Initial response within 5 hours
- 7.1.1.3. Medium. Initial response within 1 working day
- 7.1.1.4. Low. Initial response within 2 working days

7.1.2. All timings given for the resolution of support requests and development work are provided on the basis of our best endeavours and may depend on other factors including:

- 7.1.2.1. The level and numbers of outstanding support requests.
- 7.1.2.2. The resources we have available at the time of the request.
- 7.1.2.3. The time is taken for customers to respond to any pending questions or requests for further information required by the support team.

7.1.3. In circumstances where a support request leads to additional development being requested, the support requests will be progressed to an agreed development specification and costing and timescale for completion would be provided. A signed order form and payment from the customer would be required before any work is commenced. The support request would be closed and reassigned to a development project.

7.2. Service Level Review

7.2.1. In line with its commitment to continually improve its products, the Provider conducts regular reviews of all support requests. Any areas that are deemed by the Provider’s development team as having the potential for improvement **may** be added to a development wishlist. These items may be considered for inclusion as part of the on-

going road map for the development and improvement of the systems.

7.2.2. Commonly reoccurring queries with simple solutions will be assigned as a FAQ (Frequently Asked Question), Support Guide or video to aid in future resolution.

7.2.3. the Provider operates a feedback program and will always endeavour to introduce into the system changes that we feel would be worthwhile and beneficial to others.

8. Support Definition and Management

8.1. Overview

8.1.1. As each support request is dealt with the response provided by the support team will be entered into Comgem Support Portal and a notification email sent to the customer, at the address entered in the system, to inform them that a change has been made to their request.

8.1.2. The support team may request further information or clarification of the issue being reported and will expect the customer to respond in a timely fashion to such requests. Each request and response will be recorded with a date and time stamp.

8.1.3. All support requests are assigned a status to reflect the requests current situation. Statuses are subject to change and are outlined as follows:

8.1.3.1. Active - A support request that is in the queue to be resolved in turn. A support request with a status of 'active' will always be live and continue to be investigated to resolution.

8.1.3.2. Pending / Awaiting your Reply - If a support request requires additional action by the customer, the status will be changed to pending to indicate we are waiting for customer feedback. We will take no action on any support request with this status. Support Requests that have had a 'pending' status for over 14 days may have their status changed to 'closed'.

8.1.3.3. Closed - A support request which has been responded to, and which in the opinion of the support team is completed or has had a pending status for more than 14 days, will be assigned a status of closed. If a ticket has been closed you will need to raise a new ticket – but can reference the original issue as a ticket number.

8.1.4. Behind the scenes, all support requests entered on the Comgem Support Portal are managed in the Support Admin and where required input into our internal development system (Devops).

8.1.5. Support requests may be assigned with additional status flags to allow closer monitoring of any unresolved or reoccurring issues or to initiate further actions as follows:

8.1.5.1. Defect (aka Bug) - The support request may have revealed an issue that the support team have been able to replicate and which in their opinion is a system bug. If the support team cannot provide a workaround to resolve the issue

immediately, they will endeavour to fix the bug at their earliest opportunity and to provide either an immediate or scheduled fix as part of our update procedures. The customer will be informed of any agreed action and timescale.

8.1.5.2. Monitor - Some problems are 'one-offs' in other words they have happened only once or twice and we need to keep an eye on them. Or it may be that the issue reported cannot be replicated either by the customer or by the support team on their in house systems. One-off issues are exceedingly difficult and time-consuming to track, therefore we will not carry out any investigative work until the problem reoccurs on a regular basis, or until the customer can provide more information to enable replication of the issue to be confirmed.

8.1.5.3. Testing - We may need to carry out testing to ascertain how more complex issues may be identified, or to follow up on a bug fix to ensure that this will not have any knock-on effects within other parts of the system.

8.1.5.4. Awaiting Release - Some problems may already have been solved and applied to the latest release of our software indicating that an update to your system would resolve the issue. Updates are normally carried out as part of our standard release schedules. However, if the problem is major and related to a known bug fix then we will schedule in an update as soon as possible.

8.1.5.5. Training - The support request may bring to light that the customer requires additional training, in which case an online training session will be suggested.

8.1.5.6. Wishlist - If the support request relates to a change in the system, which in the opinion of the support team and development manager, will require modifications to the system, then the customer will be offered:

8.1.5.6.1. the opportunity to either pay for the work to be undertaken as a new development,

8.1.5.6.2. or they can ask for the modification to be put on the Wish List. The Wish List is evaluated on a regular basis and the most popular modifications may be put into the development plan.

8.1.5.7. Development

8.1.5.7.1. If the customer requests any new features, modules or reports to be added to the system, or requires their feature / modification item to be prioritised for action sooner than planned, they will be asked to define their requirements in more detail. The support and development team will then assess the development for its potential to be added to the system, a Requirements Specification and Acceptance Criteria will be prepared to ensure that the customer and the Provider development manager have a clear understanding of the specific requirements and deliverables, as well as a cost estimate for doing the work.

8.1.5.7.2. If the customer wishes to proceed with the development, they will be sent an order form and invoice for payment. Once payment has been

received a project will be set up for the work and it will be scheduled into the workload.

8.1.5.7.3. If necessary, for larger developments we may agree to produce a project plan so that the customer can follow the development and progress the agreed milestones and target dates.

8.1.5.7.4. All developments done in this way are subject to customer acceptance testing.

8.1.5.7.5. Unless otherwise agreed all developments will be made available to all customers as part of the core system and be provided as part of their annual licence update.

8.1.5.7.6. New add-in module developments will be offered as optional extras to the system and will need to be purchased according to the price list current at the time.

9. **Prioritisation**

9.1. All 'active', 'standard' requests will be dealt with in the order they arrive at us. We operate a strict first come first serve resolution policy.

9.2. All timings will be benchmarked from the time of submission as per their marked timestamp.

9.3. If a customer has several active support requests either the Customer's Support Administrator or a company director may contact the support team to re-order or prioritize them as they see fit.

9.4. Any support requests that the Provider deem to be an urgent will be flagged as such and be dealt with before any 'active', 'normal' request.

9.5. All support requests flagged with a different prioritisation will have a status indicator visible to the customer noted against the request.

9.6. **The prioritisation levels used are:**

9.6.1.Low – a minor issue which does not materially affect the primary function of the platform. For example a formatting issue or missing product label.

9.6.2.Normal – some business processes are affected – but a workaround is available or the business can continue using the platform without widespread impact. For example pricing for a single customer account is not returning as expected.

9.6.3.High – major business processes are affected. The platform is not functioning or unavailable to a number of users or presenting issues to all users trying to access the platform. For example a single customer is unable to place orders online.

9.6.4.Urgent – the platform is not functioning or unavailable. For example platform is down and no customers can place orders online.

10. Support Levels

- 10.1. Support requests received through Comgem Support Portal are monitored throughout the normal working day and triaged to the appropriate level of support.
- 10.2. The following definitions of support levels are provided for guidance only, as each support request logged through Comgem Support Portal may require subsequent escalation or de-escalation according to the information received from the customer and/or the findings of the support team as the support request is investigated and progressed.

10.2.1. Level 1 Support

10.2.1.1. All support requests have an initial level of one. Requests resolved at this level typically include:

- 10.2.1.1.1. Basic questions regarding system or website functionality.
- 10.2.1.1.2. Typical software and web issues.
- 10.2.1.1.3. Requests for training.
- 10.2.1.1.4. Planned release dates.
- 10.2.1.1.5. We would endeavour to respond to, complete or escalate level one support requests within four working hours.

10.2.2. Level 2 Support

10.2.2.1. Support Requests will be either designated directly to this level or escalated from level one if they are unable to be resolved by the initial support team. Level two support requests may require one of our development team members to be assigned. Requests resolved at this level typically include:

- 10.2.2.1.1. Detailed queries relating to system functionality.
- 10.2.2.1.2. Undertaking of scheduled training sessions. (By prior arrangement)
- 10.2.2.1.3. Unusual or complex software or web issues. If the support request relates to an unusual circumstance, the customer will be expected to provide details and screenshots to illustrate their actions, so that a developer can replicate what they are reporting and provide an appropriate solution. If the reported issue can be replicated and a fix provided, the developer will inform the customer once this work has been done and the support request will be completed.

10.2.2.2. We would endeavour to respond to level two support requests within eight working hours.

10.2.2.3. We would endeavour to provide a solution or an agreed course of action within thirty-six working hours.

11. Customer Duties and Responsibilities

11.1. Access to Personnel and Facilities

11.1.1. As a requirement of the Provider providing support, each client must allow remote access to their server or computer hosting our software and to any computers using our software that requires any online training or support. The Provider cannot guarantee support for any computer where access is unavailable.

11.1.2. Remote access is preferred by Microsoft's 'Remote Desktop'. However, AnyDesk or other third-party software may be used if prior arrangement, access and setup have already taken place.

11.1.3. The Provider reserve the right to refuse the use of any third-party software not mentioned above.

11.2. Training

11.2.1. As part of the purchase of our platform, each customer is allotted a set number of online training sessions.

11.2.2. At least one member of personnel will be designated as the superuser and trained in all aspects of the system including the administration module.

11.2.3. In addition to training, each customer will appoint a Comgem Support Administrator and will be provided with access to online manuals and training media on the Comgem customer support portal.

11.2.4. It is the customer's responsibility for additional personnel to either request training or asks their superuser prior to submitting support requests that can be answered by one of the mediums mentioned above.

11.2.5. In order to maintain the integrity of the client's data, the client will ensure that all personnel who work on their live system are adequately qualified and have received suitable training.

11.2.6. Additional training required will be subject to charges. Any charges will be declared in advance.

11.3. Supply of Information

11.3.1. The client is asked not to submit support requests for information that is already available to them.

11.3.2. Prior to submitting a support request, the following actions must be reviewed:

- 11.3.2.1. Ask your superuser. This person knows the system well and will most likely be able to resolve common misunderstandings with the operation of the software.
 - 11.3.2.2. Check the Comgem Support Guides Manuals, FAQ's and training videos. More often than not you can get a quick answer to your question in the documentation already available.
 - 11.3.2.3. Double-check your options and settings, if you cannot access your system then check your network connection first.
 - 11.3.3. When submitting support requests customers should enter a title that accurately describes the problem or question. A clear and concise title will allow us to efficiently assign the request to the correct personnel and allow them to resolve the issue more quickly. Titles such as 'Please help me' or 'It doesn't work' are unhelpful and will be assigned a low priority which may result in a delay when dealing with the request.
 - 11.3.4. A clear and concise description is essential to a quick response. Information such as login details, what you were doing before the issue occurred, what was clicked and any screenshots of the actual issue being reported always helps. If we require additional details they will be requested, no action will be taken until we hold all the information required.
 - 11.3.5. Customers should be aware that we cannot always give you a clear answer as to why the software or your system may have behaved the way it has, or how the issue may have been caused. The issue may be the result of a wide range of factors, including user actions.
- 11.4. **Courteous and Respectful Behaviour**
- 11.4.1. Please be polite and courteous and appreciate that we want to work with you to resolve any and all issues.
 - 11.4.2. The provider operates a **Zero** Tolerance policy to any kind of abuse to its staff. This includes the excessive use of any bold capital letters, multiple question marks or red formatting of text in emails or any other form of abusive slang, sarcasm or language, this may be deemed to be an abuse and we may refuse to respond to any such support requests.
 - 11.4.3. If during any phone conversations the client or their staff use raised voices or become verbally abusive or use insulting or derogatory language, then the providers' staff will notify the person being talked to, that the conversation will be terminated until such time as the clients' staff are prepared to continue in a reasonable and constructive manner. They will terminate all such conversations or report any such abuses they receive to the provider's directors who will then escalate the incident to the client's directors for discussion and resolution.