Cloud Direct Support Agreement

Revision 5.0

Registered Address: On Direct Business Services Limited, 1 London Street, Reading, RG1 4QW
Company Registered Number: 04631034, Company VAT Number: GB801319274

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Contents

1   Document Control

Please be advised, we reserve the right to change or amend this agreement from time to time. Please ensure that you are making reference to the latest revision of the Cloud Direct Support Agreement available from the PROVIDE™ portal.

2   Cloud Direct Support

At Cloud Direct we pride ourselves on being able to offer our subscription customers award winning support by telephone, email and LiveChat from our Bath offices.

All support requests are initially routed to our First Response Team who are your initial point of contact when you phone, email or LiveChat us. The team is tasked with resolving your issue to your satisfaction as quickly as possible. To underpin this, we constantly monitor the percentage of customer issues that are successfully resolved in the first call, and their development target is to focus on solving more issues, across more products, in the first call or contact.

If, however, the First Response Team are unable to resolve your issue immediately, they will raise a case while they investigate further. Any critical cases will be escalated immediately to a Solution Expert.

Solution Experts are support engineers who are subject matter experts in particular technologies. They are the key point of escalation within the Support Team for the First Response Team.

3   Scope of Support

Cloud Direct are pleased to provide support for technical issues and troubleshooting. This is where the product or service itself, or individual or multiple features can be demonstrated as not operating correctly, or where users are unable to access the services through approved platforms. Furthermore, Cloud Direct will assist with a range of administrative functions and activities that typically require an experienced administrative user.

As examples, we have provided some typical supported and unsupported scenarios.

3.1   Examples of Supported Scenarios

Examples of typically supported scenarios are:
- Password resets
- Syncing issues[1]
- Error messages
- Single reinstallation when replacing hardware
- Investigating and addressing an instance of a service outage

3.2   Examples of Unsupported Scenarios

We will always endeavour to go the extra mile for our customers where we have the resources to do so. Our support philosophy is to resolve issues with a feature or function that is not operating correctly within its definition, as opposed to providing user training and support for working features. Our website contains a

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[1] Excluding issues associated with internet access and any issues arising from hardware and operating systems where those services and hardware are not provided by Cloud Direct.

wide range of guides and FAQs for all our products and services available to all Cloud Direct customers. If however, you would like any specific training from our consultants then please speak to your Sales Account Manager on 0800 0789 437.

Examples of typically unsupported scenarios are:

- System configuration including DNS and MX Record settings (unless purchased through Cloud Direct).
- Migration, bulk installation or reinstallation on hardware or mobile devices (unless purchased through Cloud Direct).
- General desktop applications. E.g. Use of features within accountancy applications, Office applications such as cut, copy and paste, etc.
- Support for any connectivity or networking problems (e.g. internet / router / firewall access) where those services are not purchased through Cloud Direct.
- Operating system support.

4   Customer Support Hours

Your service includes free telephone support on 0800 0789 438, email requests to support@clouddirect.net and requests via the website at http://www.clouddirect.net/support.

Customer Support working hours are between 8am and 6pm Monday to Friday, excluding Bank holidays.

Outside of the normal support hours we provide an emergency support service which is available 24x7 for all issues classified as critical. Visit http://www.clouddirect.net/emergency for details.

We endeavour to answer all incoming phone calls immediately. In the event that all the Support Team members are busy we will ask you to leave a message outlining your issue and we promise we will respond to your issue promptly.

5   Issue Response Times

When you report an issue to us we will assess and agree with you the criticality and impact of the issue on your business and assign an appropriate issue level. The issue levels are defined as follows:

Standard	-	An issue that does not interfere with your business such as a request for a repeat invoice or support on how to do something with your product or service.
Moderate	-	An issue such as a degraded service performance where the service remains operational but at a reduced level.
High	-	An issue that results in an interruption to your service such as a failed back-up or an individual VoIP handset not operating correctly.
Critical[2]	-	An issue where a major system is not operating correctly and is affecting multiple users. For example, an entire system has been lost, an urgent data recovery is required or full site connectivity has been lost.

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[2] Excluding issues associated with Internet access, other network problems or device issues where those services have not been provided by Cloud Direct.

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For more information of how some typical product or service issues would be categorised into the above support levels, please refer to your specific product or service SLA.

Issue Level	When is support available?	Initial Response Time	Issue Escalation Time	Target Resolution Time
Standard	Standard Support Working Hours	Within 1 working day	Within 2 working days	Within 5 working days
Moderate	Standard Support Working Hours	Within 4 working hours	Within 1 working day	Within 3 working days
High	Standard Support Working Hours	Within 2 working hours	Within 4 working hours	Within 2 working days
Critical	24/7	Within 1 hour	Within 2 hours *However some critical issues will be escalated immediately to a Solution Expert*	Continuous support including out of hours until issue is resolved

Support Working Hours	-	From 8am to 6pm, Monday to Friday, excluding bank holidays.
Initial Response Time	-	The time taken to begin the technical diagnostics and resolution of your issue.
Issue Escalation Time	-	The time from when the initial issue is raised with us to when it will be escalated to a Solution Expert, Support Manager or vendor for further investigation if the issue cannot be resolved by the First Response Team.
Target Resolution Time	-	The time taken to either resolve the issue, provide a suitable workaround or log the issue with a vendor for future development.

Other factors can influence Resolution Times. For example, resources from your company or IT Partner may not be readily available or we may need to involve third-party suppliers. Where resolution times are extended we commit to communicate with you frequently to ensure you are aware of the latest status. The time since our last communication is actively monitored by our Support Team and all overdue updates are escalated to the Customer Operations Management Team for review and action.

Our Support Team have the right to withdraw from providing further support if they believe they may be putting your systems at risk; or you lack the technical expertise required; or your request is outside the scope of our service commitment.

6   Escalation Contacts

We constantly monitor the status of all reported issues and will proactively escalate your case to a solution expert, third party vendor, account manager or within the management team to ensure a resolution at the earliest opportunity.

If, however you do not feel that your case is being given the attention you feel it deserves then we would recommend that you use the points of escalation detailed below.

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Where possible please provide a ticket/reference number with any query. We ask politely if you would give each escalation point up to 4 working hours to reply to your request.

- 1st escalation - Jon Aylott – Customer Services Manager – Tel: 0800 0789 438 jon.aylott@clouddirect.net.

- 2nd escalation – Mark Gold – Head of Operations – Tel: 0800 0789 438 mark.gold@clouddirect.net.

- 3rd escalation – Brett Raynes – CEO – Tel: 0800 0789 438 brett.raynes@clouddirect.net.

7 Our Responsibilities

To provide you with an enterprise-class service and the highest level of customer service as described in this SLA and your contract with us, we will:

- Endeavour to provide you with one technical contact to address your issue. Where necessary we will escalate your issue to other Solution Experts.
- Prioritise and endeavour to resolve any issues you raise with the service within our target resolution times wherever possible. Please recognise that we have to prioritise all customer issues in order to address the most critical problems first.

8 Your Responsibilities

To ensure we can effectively deliver your service we require your cooperation in the following areas:
- You should contact Cloud Direct when you are making significant changes to your computer environment (e.g. Operating System changes, new anti-virus services, new devices. This is to ensure that your new environment is compatible with the products and services you have.
- To fully support you, Cloud Direct may need to remotely connect to your system to complete any problem investigation or to implement a fix for your issue. Please ensure that you have your administrator password and access details so that our engineers can complete this work[3] and close down any company confidential information prior to this session taking part.
- To provide and maintain main contact information to Cloud Direct so that we can contact you in the event of an issue or for security validation.
- If you ask us to work directly with your designated IT Partner we will do so. However, ultimate responsibility for your aspects of this agreement remain with you, the customer. Cloud Direct will not be responsible for slow or inappropriate responses from your IT Partner. You are responsible for the security aspects of providing any passwords or confidential information to your IT Partner and we may contact you to confirm their right to access certain information. You must inform us if your IT Partner changes to ensure that contact information is updated in our systems.
- Whilst providing you with technical support you must ensure you have sufficiently technically knowledgeable personnel to provide the required response and to action our requests. This may include retrieving system log files and other important information regarding your computer infrastructure.

Please refer to our full Terms and Conditions at http://www.clouddirect.net/legal for a complete breakdown of both your and our contractual responsibilities.

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[3] Cloud Direct do not provide an escrow service for your user details and passwords.

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