



Instrumentel Ltd
Unit 6
Landmark Court
Elland Road
LEEDS LS11 8JT
UNITED KINGDOM
VAT Reg. No: GB 790019338

Support Services Policy

It is the objective of Instrumentel Ltd to satisfy the quality and delivery requirements of our customers. This policy sets out the standard customer support services in consideration of the license and support fees paid by our customers. Where additional Support Services are required by customers, these will be agreed in writing between Instrumentel and each customer.

Scope of Support Services

Where a customer requires support to use the services supplied by Instrumentel, these will be available via electronic means (email or chat) and telephone or web-based video. Support is provided to enable the effective use of the services or to report and resolve issues.

Coverage

Instrumentel shall provide the Support Services between 08:00 to 18:00 on weekdays throughout the duration of the Licence Period.

The Support Services shall include the following:

A telephone help desk to provide first-line technical support to users of the Software during the Support Hours, more specifically:

- a) to assist customers with general enquiries in connection with the Software;
- b) remote diagnosis and correction of issues;
- c) on-site attendance, where required.

A nominated email address to provide technical support to users.

Additional methods of communication as may be available from time to time.

Response Times

Investigation of enquiries or issues will occur within 2 business days of report and acknowledgement provided to the person who raised the report.

If a resolution cannot be completed within 4 business days, Instrumentel's engineering team will investigate further and provide a report within 6 business days.

Should a resolution not be available via remote methods within 6 business days, an Instrumentel engineer will attend site within 10 business days to restore system functionality.

Registered Office:
Registered Address: Unipart House,
Cowley, Oxford, England, OX4 2PG
Company Registration: 4325633



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Priority Level

Each enquiry or issue will be assigned a priority level by Instrumentel in accordance with the severity levels set out in the table below.

Priority Level	Typical Impact
1	Software not usable for any purpose. Defect prevents uninterrupted and fault free live operation so that work cannot continue without resolution. Software corruption which is critical to a customer's business.
2	Major degradation of Software performance. Defect causes major inconvenience and no work-around exists.
3	Minor degradation of Software performance. Defect causes major inconvenience and some alternative work-around exists.
4	Defect causes minor inconvenience. Less frequent Defect.

Resolutions to issues will be prioritised accordingly and the customer will be notified of the priority level.

MAINTENANCE WINDOWS

Instrumentel may only make Software unavailable in order to carry out the Support and Maintenance Services during the agreed maintenance window.

Instrumentel shall carry out all Support and Maintenance Services so as to minimise interruption to the business of our customers as far as reasonably practicable.

EXCLUSIONS

Instrumentel is not obliged to resolve issues or enquiries which arise:

from any modifications to the Software made by any person other than Instrumentel or its agents or subcontractors unless such modifications have been approved in writing by Instrumentel; or

from use of the Software other than in accordance with the relevant Documentation.

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