

Support Services Framework

Version 1.0

Framework for support services escalated to the Company are as follows:

Severity of Error	Definition	Required Response Time	Required Service Level
1	Business Critical Failures: An error that: (a) materially affects the operations of the Customer's business or marketability of its service or product; (b) prevents necessary work from being done; or (c) disables or materially impairs: (i) any major function of the Software and/or Hardware (ii) Customer's use of any major function of the Software/Service.	Within two (2) Business Hours, the Company shall acknowledge receipt of a Reseller's support request. The Company shall use all reasonable efforts to: (a) restore the Software and Hardware to a state that allows the Customer to continue to use all functions of the Software and Hardware in all material respects within twenty-four (24) hours of acknowledgement of support request; (b) exercise best efforts to resolve the error until full restoration of function is provided; and (c) should the Company not be able to resolve the error within twenty four (24) hours, it shall escalate the support request to the original equipment manufacturer (OEM) or software licensor (as the context requires).	The Company shall resolve the support request as soon as practicable. If the Company resolves the support request by way of a workaround, the severity level assessment will be reduced to Severity of Error Level 2 and be handled as per below. *See Conditions below.
2	System Defect with Workaround: (a) a Severity Level 1 Error for which a workaround is in place; or (b) an error, other than described above, that affects operations of the Customer's business or marketability of its service or product.	The Company shall acknowledge receipt of a support request within four (4) hours Business Hours. Within seven (7) Business Days, if the error is unable to be resolved in full, The Company shall provide: (a) an emergency Software fix or workaround; or (b) temporary Software release or update release.	The Company shall resolve the support request as soon as practicable. If after seven (7) Business Days the error has not been resolved The Company will aim to provide a temporary fix or workaround that will allow the Customer to continue to use all functions of the Software and Hardware in all material respects. *See Conditions below.

3	Minor Error: An isolated or minor error in the Software and/or Hardware that meets each of the following requirements: (a) does not significantly affect Software and Hardware functionality; (b) can or does impair or disable only certain non-essential Software and Hardware functions; (c) does not materially affect the Customer's use of the Software and Hardware; and (d) has no or no more than a minuscule effect on the operations of the Customer's business or the marketability of its service or product.	The Company shall acknowledge receipt of the support request within two (2) Business Days.	The Company will use all reasonable efforts to resolve the support request as soon as practicable, within fourteen (14) Business Days. *See Conditions below.
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Conditions

For the purposes of interpreting this document, the following defined terms apply:

"Business Hours" are Monday to Thursday 8:30am – 5:00pm and Friday 8:30am – 4:00pm AEST

"Business Days" are Monday to Friday AEST only, excluding Observed Public Holidays

"Observed Public Holidays" are those relevant to the state of Queensland, including the Gold Coast Show Public Holiday

*The Company has no control over the response time of the OEM but will keep the Reseller informed during the process of escalation