**Priority Support Service**

The Priority Support Services outlined in this document is wholly subject to Netalogue Procurement Limited standard Terms & Conditions of Agreement.

This document details the benefits of the Priority Support Service which you are entitled to subject to payment of the Priority Annual Support Service Charge detailed on your Order.

Through periodic analysis of your usage of the Priority Support Service we reserve the right where we deem your use to be in excess of the time allocation detailed in the support agreement to make recommendations for you to: purchase training services; or make procedural changes in relation to how the Licensed Materials are operated and/or administered; to make amendments to the Priority Support Service Charge and conditions of the Priority Support Service as we deem reasonable and appropriate to your requirements. In such situations we will contact you to make you aware in the first instance.

Through periodic analysis of your Licensed Materials we reserve the right to make amendments to the Priority Support Charge and conditions of the Support Service as we deem reasonable and appropriate to your requirements and the level of complexity of the support you require. In such situations we contact you to make you aware in the first instance.

**What is included?**

In addition to the standard Support Services (see Terms & Conditions of Agreement Clause 7) the Priority Support Service also entitles you to:

- Prioritisation of your Support Service requests in-line with the target response times detailed in this document.
- Access to senior development and support personnel to deal with more complicated Priority Support Service issues that may require specialist advice and knowledge so that they may be resolved more quickly.
- Key account manager to oversee your solution requirements, manage your projects and meet with you once a year to review the Priority Support Service, discuss any new requirements and provide general advice on any new features or processes that may be of benefit to your business.
- Key account manager available to attend your internal management meetings (e.g. strategy meetings, IT meetings, marketing meetings, etc...) or meetings with your customers (NB. Additional costs will apply per meeting).
- Out of hours support number to report any emergency issues.

**What is not included?**

Hosting services, hosting support service or server configuration changes e.g. Friendly URLs, SSL Installation and other server/hosted related issues are not included in the Priority Support Service.

Requests for us to make modifications or additions to the functionality of the Licensed Materials are not included in the Priority Support Service.

The Priority Support Service does not cover support of any third party software applications; operating systems; general local area network configurations; internet connection problems; reconfiguration work of original Licensed Materials setup; support for personal computers, file servers, hubs, firewalls, uninterruptable power supplies, backup devices, printers, scanners or any other hardware associated with the use of your Licensed Materials.

Whilst we will on occasion try and assist and advise on any problems you may encounter with Third Party Provided Services the resolution of such issues will ultimately be the responsibility of the
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provided of the Third Party Provided Services and we will reserve the right to charge you for time incurred dealing with such problems.

Hours of operation

Unless otherwise agreed in writing between you and us the Support Service hours of operation will be provided between 08:00GMT and 17:00GMT Monday to Thursday and 08:00GMT to 16:30GMT on Friday except for Bank holidays and other Public Holidays.

Methods of contact

The Netalogue Extranet is the primary point of contact for the Support Service. All Support Service requests including those routed via Telephone or Email are logged in the Extranet as Extranet Tickets. To log your own Extranet Ticket you will login to the Netalogue Extranet (see https://www.netalogue.com/extranetlogin.aspx) using the username and password supplied to you. Alternatively the primary support telephone number is 0845-2220350 (Option 1). The support email is support@netalogue.com.

Support Service requests can be submitted via the Netalogue Extranet or via support email 365 days a year and 24-hours a day.

In addition, as a Priority Support Service customer you will also be provided with an out of hours contact number so that you may log any urgent emergency issues that occur outside the normal operating hours of the Support Service.

The Extranet

The following Support Services are available via the Netalogue Extranet:

Helpdesk Requests
If you have any Support Services request it must be entered into a Netalogue Extranet ticket which will guarantee its delivery (more so than emails which can on occasion get blocked by spam/junk mail filters) and enable us to schedule resource to deal with your request. If the matter is particularly urgent such as an error preventing the primary function of the Licensed Materials operating (e.g. unable to process sales) and requires immediate attention then we would always recommend you email or telephone the Support Service in addition to raising the Netalogue Extranet ticket.

Error/Bug Reporting
Any Errors/bugs that prevent the Licensed Materials from functioning correctly pursuant to Clause 13.4 which are also covered by your Priority Annual Support Service agreement and are reported to us during the covering period of your Priority Annual Support Service agreement shall be fixed by us at no charge.

Our responsibilities

We will maintain records of all Priority Support Service requests and ensure they are dealt with in accordance to Priority Support Service target response times by an appropriate member of our Support Services team who will attempt to determine the nature of the problem or request.

Your responsibilities

All Support Service requests should clearly indicate the nature of the problem or question including as much information as possible. If the problem manifests itself by following a specific sequence of events you will provide specify step-by-step instructions and include error messages, screenshots or browser address bars.
Prior to making a Support Service request you will ensure the request is not a repeat of a previously made request that has been previously resolved. Prior to making a Support Service request you will also ensure the request does not relate your own network or Internet connection issues; or to any rudimentary data anomalies/inconsistencies which lead to failure of the Licensed Materials pursuant to clause 13.4.

**Response times**

In line with the normal hours of operation detailed in this document we will adopt the following response times when prioritising requests and will strive to begin work on the request within these target timelines. Actual response times may be quicker or longer depending on the number of requests received.

As a Priority Support Service customer the following target response times will be applied to your requests to give them priority above those received from customers not covered by the Priority Support Service:

We reserve the right to assign different priority levels for each support request. Actual response times may be quicker or longer depending on the volume of client requests at any one time.

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Definition</th>
<th>Target Response Time</th>
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<tbody>
<tr>
<td>High</td>
<td>Error preventing the primary function of the product operating (e.g. unable to process sales).</td>
<td>Senior technicians will be informed immediately and a response to the client will be made within 30 minutes</td>
</tr>
<tr>
<td>Medium</td>
<td>Error affecting a particular feature of the product but not preventing the processing of all sales.</td>
<td>An appropriate technician will be informed immediately and a response to the client will be made within 1 hour.</td>
</tr>
<tr>
<td>Low</td>
<td>General support request.</td>
<td>An appropriate technician will be informed immediately and a response to the client will be made within 1 working day.</td>
</tr>
</tbody>
</table>

The following reasons can delay or abort action on a Priority Support Service request:

- You have not provided or are unable to provide enough information for us to identify, the reported error/bug in the Licensed Materials.
- We cannot reproduce the reported error/bug in the Licensed Materials.
- Resolution to the request requires additional programming, enhancements or unplanned update to the Licensed Materials.
- The request is beyond the scope of the Priority Support Service.

If the target response time is not met on any extranet request you should telephone or email the support desk to expedite it, in case the Priority Support Service request has not reached the intended support technician.