

Service Level Agreement

Provider: Ikiru People

All technical support calls are dealt in priority order based on their severity. Please see the table below for the call types and the priorities they hold:

Please note: It is important that you clearly explain the nature and stress the urgency of your issue at the point of logging the call; this way the helpdesk can agree an appropriate priority.

Priority	Common Example	Response
Critical (P1)	Multiple users unable to work	1 hour
Serious (P2)	Single user unable to work	2 hours
Moderate (P3)	Single/multiple users with issue on a main business process	1 day
Minor (P4)	Product training question/query	2 days
Outside SLA (P7)	Scheduled upgrade/server move	N/A

All times are based on a normal Business Day which is defined as any week day, other than a Bank or a Public holiday, in the territory of the Provider's relevant local regional office.

The helpdesk will provide services to relevant and applicable employees and representatives of the Customer and not to any end users outside the Customer's organisation.

Response refers to the acknowledgement that the helpdesk desk has accepted the request and communicated with the Customer, giving best estimate timescales alongside a case reference number and its assigned level of Priority.

These response times are valid for genuine Platform or Application faults and not issues resulting in, or attributable to, the hardware or environment used to access the Platform or Application, delivery channels or webservices used in conjunction with the Platform or Application or any reason external to them. They are not valid for bespoke projects or customisation work.

The response times are only valid if the Customer can provide suitable working remote access services and a valid licence for use of the Platform or Application.