

# **SUPPORT SERVICES POLICY**

## **Scope**

This policy describes the two tiers of support services (“standard” and “enhanced”) that are provided to Customers using the Services. All Customers are provided with standard support services upon contracting for the delivery of Services. Enhanced support is only provided to Customers who have purchased this service.

## **Policy**

This Support Services Policy (“SSP”) is valid for the Subscription Term specified in the Contract and sets out the provisioning of support available by Supplier to sustain the related Services. Termination of Contract will result in termination of this SSP.

## **Customer responsibilities**

Customer responsibilities and/or requirements in support of this SSP include (a) the reasonable availability of Customer’s Administrative User(s) and/or technical representative(s) when resolving a support request and (b) an understanding that support does not extend to resolving technical difficulties with products or services to which Customer separately engages a third party for (including third party integrations) that are interoperable with the Services under Contract with Supplier.

Any correspondence relating to an issue from Administrative User(s) should sufficiently detail the issue at hand to allow Supplier to properly assist and consider any remediation actions required. Customer acknowledges that, failure to provide reasonably sufficient information may result in delays.

Customer acknowledges that the Supplier provides an off-the-shelf solution and, as such, it is for the Customer to make an assessment as to the suitability of the Software and Services in its own technology and organisational environment. Further, Customer acknowledges that Supplier’s Services are not business critical to its operations and this SSP has been developed to reflect that sentiment.

## **Supplier responsibilities**

Supplier will provide support services to all Authorised Users in accordance with the tier contracted (as described within the Scope and detailed below). Please note, support requests should be raised by an Administrative User only.

## **Standard Support Provision**

Supplier provides support online via documentation and videos. These support resources, known as the Customer Portal, are accessible once logged on to the Software.

Before any support request is made to Supplier, Users shall in the first instance, attempt to resolve their queries and identify the cause of the given problem using the online support materials available via the Customer Portal.

Supplier’s support desk will be manned by competent staff providing Administrative Users with technical support and advice on the use of the Software by email in clear written or spoken English. Other languages can be requested but may not be accommodated.

Administrative Users can contact Supplier's support staff during standard business hours, to raise any concerns or queries regarding the use of the Software.

Standard business hours: Monday to Friday (excluding Bank Holidays and Public Holidays in the Republic of Ireland) from 09.00 GMT to 17.00 GMT

By email to [support@metacompliance.com](mailto:support@metacompliance.com).

All enquiries will be logged in our helpdesk software and issued with a unique ticket reference. All standard support enquiries will be responded to within 12 business hours.

## **Service Commitment**

Supplier will apply all commercial and technological efforts to make the software available with a Monthly Uptime Percentage (defined below) of at least 99.99%, in each case during any monthly billing cycle. This monitoring includes monitoring and alerting on all services used on the MyCompliance Platform. The Status of the Platform can be checked at any stage here [Status Page | MetaCompliance](#)

"Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which the Products and Services, were unavailable to the Licensee".

## **Enhanced Support Provision**

To supplement the support provided as standard, enhanced support Customers will receive the below:

1. Enhanced business hours: Monday to Friday (excluding Bank Holidays and Public Holidays in the Republic of Ireland) from 08.00 GMT to 22.00 GMT
2. Call logging by email to [support@metacompliance.com](mailto:support@metacompliance.com) and by telephone to 00 44 2871 359777
3. Target Response Times:

A key aspect of the enhanced support provision is the "target response time" which is outlined in the following table:

Severity	Definition	Target Response Time
Priority 1	<b><i>Critical Problem</i></b> Serious impact on <b><i>The Licensee's</i></b> business operation <b><i>The Licensee's</i></b> ability to progress work is at a standstill or is very seriously impaired. All or most users affected	2 Hours
Priority 2	<b><i>Moderate Problem</i></b> It is difficult to achieve operational objectives and day-to-day business is affected. A substantial number of users or a functional business area is impacted e.g. a department.	4 Hours
Priority 3	<b><i>Low Level Problem</i></b> <b><i>The Licensee</i></b> can carry out most or all of their daily tasks. Could range from a few users moderately affected to all users with a minor problem.	12 Hours
Priority 4	<b><i>Minor Problem</i></b> <i>The issue is minor and affects one or two users</i>	24 Hours
Priority 5	<b><i>Information Request</i></b> <i>An end user has asked for some information not readily available to first line support</i>	Best Endeavors

## Unique Customer Management

Customers with enhanced support packages will receive a nominated Customer Success Manager who will be an escalation point for the Customer should the Customer require additional assistance from Supplier.

## Customer and Users' responsibilities

When contacting Supplier's support desk, Administrative Users will define the problem requiring support and shall provide as much information as possible about the nature of the defect and its reproducibility to Supplier.