

## **FISCAL Support Services – Service Level Agreement**

This Schedule contains the obligations of both FISCAL and the Customer in relation to the provision of Support Services provided by FISCAL to Customer as part of the Customer Order.

### **1. OVERVIEW**

1.1 Support Services for FISCAL Software Service comprise off-site operational support and off-site technical support during Support Hours for the Duration; such support to be in FISCAL's reasonable judgement. Support Services include:

- 1.1.1 Creation, monitoring, updating and closure of tickets in the FISCAL support system created as a result of a reported incident.
- 1.1.2 Access to support personnel via telephone and email during the Standard Support Hours
- 1.1.3 Interactive remote diagnostic support allowing technical support engineers to resolve incidents.
- 1.1.4 Access to FISCAL learning management knowledgebase (Minerva) for 24x7x365 online access where Customers can gain knowledge on how to use the Software Service (with FISCAL retaining the right for maintenance which will be outside normal business hours when possible).

1.2 Support Services will be delivered in a timely and professional manner by qualified support engineers familiar with the Software Service.

### **2. SERVICE LEVEL OBJECTIVES**

2.1 FISCAL will use reasonable efforts to meet the Initial Response Time and Solution Target Time stated in the Service Level Objectives table below regarding remedial software support. Reported incidents are categorised as follows:

- 2.1.1 Severity 1 means the Software Service is unavailable, or a severe condition exists for which no Workaround is immediately available.
- 2.1.2 Severity 2 means a major part of the Software Service is inaccessible or a Severity 1 incident is being managed by a Workaround.
- 2.1.3 Severity 3 means a minor part of the Software Service is inaccessible.
- 2.1.4 Severity 4 means a minor problem, documentation error or question that does not affect the Software functionality.

Service Level Objectives:

<b>Severity</b>	<b>Initial Response Time</b>	<b>Solution Target Time</b>
1	1 business hour	4 business hours
2	2 business hours	1 business day
3	4 business hours	3 business days
4	1 business day	Reasonable endeavours

2.2 Incidents may be submitted to Fiscal by email at any time or by telephone during Standard Support Hours and shall be dealt with by FISCAL during the Standard Support Hours.

2.3 Severity 1 incidents must be opened via telephone.

2.4 Due to the complexities of technical environments, the Service Level Objectives are an estimate of response times only and actual and final resolution times may vary.

### **3. CUSTOMER RESPONSIBILITIES**

3.1 Customers shall be solely responsible for providing internet access and any computer systems required to connect to the Software Service.

3.2 Customer must make available suitable technical staff to liaise with and respond to queries from FISCAL's staff and shall ensure that its personnel shall follow FISCAL's reasonable advice.

3.3 Customer must provide the name and contact information for technical personnel familiar with the incident and Customer's environment.

#### **4. OTHER**

These Support Services may be updated by FISCAL occasionally, at its sole discretion, such updates will not result in a material reduction in the level of Support and Maintenance provided for the Duration provided Customer is otherwise compliant with contractual obligations to FISCAL.