



Ultima IA-Cloud

Schedule for Service Levels for Maintenance & Support

Version – 1.0

Issue - Released

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This Schedule constitutes a part of Ultima’s Business Solutions Ltd Master Service Agreement Terms and Conditions (the “Contract”) and contains specific terms relating to the Services Levels for Maintenance and Support for the IA-Cloud Platform; all other terms are as specified in the Contract.

If any inconsistencies should arise between this Schedule and the Contract, the Contract shall prevail unless expressly otherwise stated.

1. Service Overview

- 1.1 The Services to be provided to the Customer by Ultima shall be limited to the following:
 - 1.1.1 remote support during the hours defined under section 2.1 of this Schedule;
 - 1.1.2 remote support services in relation Products highlighted this Schedule;
 - 1.1.3 software problems and faults (the Licensor provides no warranty or guarantee on a definitive incident resolution).
- 1.2 The support provision within this Agreement is for 3rd line remote technical support for Software.
- 1.3 Support is provided on a token basis where one (1) token is utilised per issue logged and entitles the Customer to up to three (3) hours of support per token. No roll over of unused time is permitted between tokens.

2. Support Hours

- 2.1 Support for the Software is provided between the hours of 08:00 – 17:00 UK local time, Monday to Friday (Business Days).

3. Contacting the Support Desk

- 3.1 Customer authorised contact(s) may raise a support incident via the following available options. Priority 1 incidents should always be raised via telephone to ensure appropriate response to an incident.

Technical Support Desk	
Office Number	0118 902 7300
Email	support@ultima.com
Portal	support.ultima.com/ultimalabs

4. Incident Logging Process

- 4.1 After a support incident has been raised by a Customer in accordance with section 3.1 of this Schedule, Ultima shall be required to:
 - 4.1.1 Confirm that support incident has been raised in compliance with section 3.1 of this Schedule;
 - 4.1.2 Provide the Customer with a unique reference number;
 - 4.1.3 Provide the Customer with relevant information and support with the aim of resolving the problem.
- 4.2 As part of the Technical Support Desk call logging process, the Licensor shall utilise the following ticket prioritisation:

Priority	Definition	Response
P1	The entire Software is not working on the Customer’s production system due to a critical issue	1 hours
P2	A substantial part of the software is not working on the Customers production system, and there is no viable workaround	5 hours
P3	There are one or more issues that are causing inconvenience, but the software is substantially working, or a workaround has been provided	1 Business day
P4	There is a minor issue or a suggestion for a change in functionality or appearance of the software	Ultima shall consider such issues or requests in the light of other Customer requirements and will advise what action will be taken to address the issue

5. Customer Information requirements and obligations

- 5.1 Certain incidents may require more information from the Customer to help Ultima resolve an issue more efficiently. The Customer shall thus do its best endeavours to provide the necessary and relevant information to Ultima in order to assist the Ultima to resolve the matter satisfactory and efficiently.
- 5.2 The Customer understands and acknowledges, that if it is not possible to provide the relevant and required information, Ultima’s ability to bring timely resolution to an issue may be hindered.

5.3 Where possible the Customer will be required to provide the following:

- 5.3.1 describe the hardware platform(s) involved in the issue, including the amount of memory, disk space, serial numbers and components;
- 5.3.2 describe the operating system(s) & potential applications involved in the issue, including the version number and patch level, Service Pack & hot fixes;
- 5.3.3 provide a detailed description of the problem or issue, including any symptoms noted, any patterns seen (time of day or only certain users affected, etc) and any specific error messages received via screen shots;
- 5.3.4 provide an electronic topology diagram;
- 5.3.5 provide log files as required (the Technical Support Desk handling the call may request this information throughout the lifecycle of the call); and or
- 5.3.6 general information about the network, including approximate number of users, approximate number of simultaneous sessions per user, types of applications in use, network traffic passing through the software at the time of error, CPU utilisation, memory allocation and utilisation.

5.4 Customer shall be required to:

- 5.4.1 comply with the terms set out in Schedule, the Contract and all reasonable technical instructions from Ultima;
 - 5.4.2 send any details and set up to the End-User where any tooling for remote access and sharing is required. Any costs incurred would be quoted to the Customer and accepted prior to any work orders being initiated;
 - 5.4.3 avoid taking measures that would make performing the general Services under this Schedule difficult or impossible in which case Ultima would be released from its related obligations;
 - 5.4.4 ensure that all its existing equipment used to access the Services is safe and secure. Ultima accepts no liability (other than for wilful damage) for loss of data, interruption of supply of electricity or telecommunications or interruption of business occasioned as a result of the supply of the Services. It is the sole responsibility of the Customer to take all necessary precautions to protect its data and ensure a regular backup arrangement is implemented prior to, during and after Ultima's provision of the Services; and or
 - 5.4.5 permit and obtain all necessary consents for such removal and/or disconnection of any Customer's existing equipment or information technology systems, if in the reasonable opinion of Ultima it is necessary to remove or otherwise disconnect such equipment or information technology systems to enable such work to be carried out.
- 5.5 Ultima shall not be liable for Losses (for avoidance of doubt such Losses shall include special, direct, indirect or consequential losses) sustained or incurred by the Customer arising directly or indirectly from the Customer's failure or delay to perform any of its obligations as set out in this clause 5.

6. Remote Access

- 6.1 Ultima will remotely connect to the Customer's infrastructure in cases deemed necessary and agreed by both parties.
- 6.2 Connection will be via a joint go-to-assist that the Customer and Ultima's Support Engineer join.
- 6.3 The session will be used when troubleshooting support contract issues.

7. Best Practices

7.1 Ultima recommends that the Customer undertakes the following:

- 7.1.1 follows the common best practices to minimise service interruptions to their environment;
- 7.1.2 performs backups on a regular basis and periodically test restores to ensure backups are successful;
- 7.1.3 implements a change control process that allows the Customer to control and roll back any production changes;
- 7.1.4 maintains appropriate security to avoid mishaps due to user error; and
- 7.1.5 prepare and maintain system documentation.

8. Token Management

- 8.1 As provided under section 1.3 of this Schedule.
- 8.2 In the event all tokens purchased are used before this Agreement expires, the Customer may purchase additional tokens. Such additional tokens shall for avoidance of doubt shall be subject to the Licensor's price list at the date of the Customer's request.

By signing below, you acknowledge request and acceptance of the Services and terms under this Schedule; and understand that the Schedule forms part of the Contract, and all other terms and conditions not otherwise mentioned in this Schedule are as specified in the Contract.

SIGNED for and on behalf of _____

By: _____

Title: _____

Signature: _____

Date: _____