IQXanywhere Enhanced Support Services Policy

Enhanced Support Option

Enhanced Support is available, which builds on the IQXanywhere Standard Support Services Policy included with all IQXanywhere subscriptions. The cost is detailed in IQXanywhere Subscription Services Pricing Plan as published and updated from time to time.

- A dedicated Account Manager who will, on a quarterly basis, will review your support tickets and ensure you are optimising your IQXanywhere subscription
- Five support dedicated contacts, designated by Client in writing, who will have access to support services
- Telephone and Electronic support in order to help Customers locate and correct problems with the Software
- Fixes and code corrections to correct Software malfunctions
- All extensions, enhancements and other changes that IQX Limited, at its sole discretion, makes or adds to the Software and which IQX Limited furnishes, without charge, to all other users of IQXanywhere

Response and Resolution Goals

- **Business Hours** means 8am-6pm GMT/BST, on days other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.
- **Fix** means the repair or replacement of Software component to remedy Problem.
- **Problem** means a defect in Software which significantly degrades the functionality such Software.
- **Respond** means acknowledgement of Problem received containing assigned support engineer name, date and time assigned, and severity assignment.
- **Workaround** means a change in the procedures followed or data supplied by Client to avoid a Problem without substantially impairing Client's use of the Software.

Problem Severity Response Goals

Priority		Response Time	Committed Service Level
1	**Entire system failure** the failure of a time-critical activity, for example Payroll or Statutory Returns.	1 Business hours	90%
2	**High** system or key module failure. A malfunction causing impact on the ability to operate significant key business process or production.	2 Business hours	90%

Priority		Response Time	Committed Service Level
3	**Medium** an issue that causes significant impact to business, but a workaround or manual process is available.	4 Business hours	90%
4	**Low** system usage assistance or guidance is required on service/system/software queries that are not the consequence of a failure.	8 Business hours	90%

Resolution Goals

(a) The production system is creating a significant impact to the Client's business function preventing that function from being executed. IQX will Respond within 1 business hours. Upon confirmation of receipt, a member of IQX support team begins work on the Problem, and a customer resource must be available at any time to assist with problem determination. IQX Support will provide reasonable effort for Workaround or Fix within 24 business hours following the successful reproduction of the Problem or once it has identified the Software defect. IQX may incorporate Fix in future release of software.

(b) The production system or application is moderately affected. There is no workaround currently available or the workaround is cumbersome to use. IQX will Respond within 2 business hours. IQX Support will provide reasonable effort for Workaround or Fix within 7 business days, once the Problem is reproducible. IQX may incorporate fix in future release of software.

© The production system or application issue is not critical: no data has been lost, and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround. IQX Support will Respond within 4 business hours. IQX Support will provide reasonable effort for Workaround or Fix within 10 business days, once the Problem is reproducible. IQX may incorporate Fix in future release of software.

(d) Non-critical issues, general questions, enhancement requests, or the functionality does not match documented specifications. IQX will Respond within 8 business hours. Resolution of Problem may appear in future release of software.

Support Fair Use Policy

IQX operates under a Fair Usage Policy for its Support Services to ensure that clients receive fair and equal quality support from our team. Our Support Services Team's advice and assistance cannot be used in lieu of IQX training or development work. Doing so prevents our Support Services Team from providing vital support to other clients. Where a Client query is identified as a request for a non-inclusive support service, the Client will be quoted for the service in line with IQX's current prices.

Unless agreed otherwise between IQX and the Client, the following are considered non-inclusive services:

- Training
- Development

- Project management
- Consultancy
- Database amendments or deletion
- Out-of-hours support
- Any other services outside the scope of Standard Support Services

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