# IQXanywhere Standard Support Services Policy

## Support and Maintenance Services

Support and Maintenance Services are included in the IQXanywhere service subscription and entitles Clients to the following:

- Two support dedicated contacts, designated by Client in writing, who will have access to support services.
- 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.
- Enhanced Support is available for the additional charges shown in the IQXanywhere Subscription Services Pricing Plan as published and updated from time to time.

## Response and Resolution Goals

- **Business Hours** means 9am-5pm 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. | 2 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. | 4 Business hours | 90% |
| 3 | **Medium** an issue that causes significant impact to business, but a workaround or manual process is available. | 8 Business hours | 90% |

| Priority | | Response Time | Committed Service Level |
|---|---|---|---|
| 4 | **Low** system usage assistance or guidance is required on service/system/software queries that are not the consequence of a failure. | 24 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 2 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 4 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 8 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 24 business hours. Resolution of Problem may appear in future release of software.

## Reproducing Errors

IQX must be able to reproduce errors in order to resolve them.

- The Client agrees to cooperate and work with IQX Support Staff to reproduce errors including diagnostic and troubleshooting actions.
- Clients may be required to provide remote access to their desktop systems as part of the troubleshooting process.

## Accessing Support

IQX Client Support offers several ways to resolve any technical difficulties. In addition to online help in the Software, which can be accessed by clicking the "Help" tab when logged into the Software,

function-specific help information can also be accessed throughout the Software using the '?' option.

The online help centre at IQX Help Centre is available 24×7 for self-service technical assistance including but not limited to:

- Downloading software updates and patches
- Viewing updates to supported platforms and hardware
- Accessing product documentation, technical articles, help videos and FAQs
- [Coming Soon] Logging tickets and viewing status of previously submitted tickets

The IQX Client Support and Ticket Desk email address is support@iqx.co.uk.

## 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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Last update: **2021/05/03 19:08**