PART A: OPTYMYSE SOFTWARE SUPPORT PACKAGE for UK and Rest of the World Customers

*Blue light support is for Emergency Services only. This is only available if it has been specifically purchased and the order states "Blue Light Support".

Cover	UK PREMISE CUSTOMERS	UK CLOUD CUSTOMERS	BLUE LIGHT SUPPORT	REST OF THE WORLD
Hours of Cover:				
Working Hours are hours lapsed during the Working Hours. Working Days are days lapsed during the Hours of Cover.	Mon-Fri 09:00 - 17:00 GMT (excl UK Bank Holidays)	Mon-Fri 09:00 - 17:00 GMT (excl UK Bank Holidays)	Mon-Sun 09:00 - 17:00 GMT (excl UK Bank Holidays)	Mon-Fri 09:00 – 17:00 GMT (excl UK Bank Holidays)
Response Schedule:				
Acknowledge within (from Customer logging ticket)	8 Working Hours	4 Working Hours	4 Working Hours	8 Working Hours
Confirm within (from Supplier Acknowledgement)	8 Working Hours	4 Working Hours	4 Working Hours	8 Working Hours
Resolve within (from Supplier Confirmation)	Working on reasonably continued basis until resolution is found	Working on reasonably continued basis until resolution is found	Working on reasonably continued basis until resolution is found	Working on reasonably continued basis until resolution is found

PART B: SERVICE DESCRIPTION:

Problem Types:

Critical Problems: Admin Console (Optymyse Director) is unavailable or the user is unable to display an operational wallboard in a web browser window. The information on the wallboards has ceased to update (data is not working), and the correct operation of the data source has been established, and no alterations to the data source have been made since the last known time the wallboards were updating.

Non-Critical Problems: These may include but are not limited to: Data anomalies where the end user is challenging the accuracy of the data. All Performance issues where the Optymyse templates and the data are being displayed but in the opinion of the customer the performance of the Software and or hardware is in question. Training and Advice.

Support

The Supplier guarantees that the appropriately skilled Supplier's technical person(s) respond to support requests from the Customer / End User in accordance with the resolution process below.

Response Schedule:

- **Acknowledge** - A live SJS representative has reviewed the Customer's support request and ensured that it has been assigned to a Supplier service representative within the period set out in Part A above.

- **Confirm** - The assigned service representative has determined a course of action for resolution and quoted a resolution time and any additional costs, within the period set out in Part A above.

- **Resolve** - The Customer's support request has been resolved. The communication from the Supplier's service representative will describe what was done to achieve resolution. The Supplier cannot guarantee a resolution time for cases where the source of the problem lies with the end users network, equipment or data feeds used by the Software. In cases where the problem lies with the Software, the Supplier guarantees to resolve Critical Problems within the period set out in Part A above.

Response Type

Resolution will be achieved using a combination of:

- Responses provided through Supplier's support ticketing system

- Telephone advice given to End Users (where agreed with the Customer or otherwise within the Customer's engineers/service desk.

- E-mail instructions provided to the End Users (where agreed with the Customer) and/or Customer's engineers/service desk.

- Supplier software patch sent, subject to Customer's preference, via email or installed remotely by a Supplier engineer.

Remote Access

Support requires remote access for On Premise customers or Cloud customers who have an On Premise connector.