

Service Level Agreement

This service level agreement (SLA) describes the general levels of service available to our clients. This SLA is written in a spirit of partnership. We will always do everything possible to rectify every issue in a timely manner as outlined below.

Support Period

iHasco support is available to clients from 9am - 5pm (BST) on business working days.

Client Support

As soon as a client becomes aware of an issue, iHasco should be informed in one of the following ways:

- Live chat facility available on the [iHasco website](#)
- By email to support@ihasco.co.uk
- By telephone 01344 867088
- Within the 'support' tab of the training application.

Each issue notification must include the following information:

- Organisation/Company name; and
- The name of the person reporting the issue
- Details of the issue (Screenshots, error messages etc)
- Any additional information that may help iHasco to resolve the issue as quickly as possible.

The client may also be required to provide reasonable further information or data in order to correctly diagnose and resolve an issue. The client agrees that iHasco can not begin the

process of issue resolution until iHasco has been able to replicate the issue. Clients and Resellers shall provide iHasco with all reasonable assistance required to enable us to rectify the issue.

iHasco will notify the client by e-mail or telephone when iHasco believes that the issue has been resolved. Unless iHasco receives notification from Clients and Resellers to the contrary within three Business days of such notification, an issue will be considered 'closed'.

iHasco endeavours to resolve each issue notified to it within the following timescales:

Priority	Issue	Response
1	System Unavailable	Target issue response within 2 working hours. Target fix within 4 working hours.
2	System available, but a complete function unavailable.	Target issue response within 4 working hours. Target fix within 8 working hours
3	System available, fault exists but can workaround.	Target issue response within 2 working days. Target fix within 2 working weeks
4	Minor issue but system functions without workaround.	Target issue response 2 working weeks. Target fix within 8 working weeks

Notes

This SLA does not apply in circumstances that could reasonably be said to be beyond the supplier's control. For instance: floods, war, acts of god and so on.

This SLA also does not apply if the client is in breach of its contract with the supplier for any reason (E.G, Late payments of invoices)