

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 reasonably 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 to 01344 867088
- Within the 'support' tab of the training application.

Each issue notification shall 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 other information needed for the company to resolve the issue as quickly as possible.

The client shall also reasonably provide iHASCO with any further information or data that we might require 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. Resellers and end clients 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 with iHASCO believes that the issue has been resolved. Unless iHASCO receives notification from resellers or end clients to the contrary within three Business days of such notification, an issue will be considered 'closed'.

iHASCO shall use its reasonable 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 8 working hours. Target fix within 2 working days |
| 4 | Minor issue but system functions without workaround. | Target issue response 2 working days. Target fix within 1 working week |

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)

Having said all of that, iHASCO aims to be helpful and accommodating at all times; doing it's absolute best to assist clients wherever possible.