

Service Level Agreement

This Service Level Agreement applies to the Services as defined in the Service Supply Agreement.

DEFINITIONS

“Billing Period”	One calendar month, commencing from the Commencement
“Customer Administrators”	Up to two nominated individuals per Customer who may contact the Support team;
“Standard Hours of Service”	Monday to Friday 08:00–18:00 UK local time (excluding UK Public Holidays). All severity code incidents will be responded to;
“Non-Standard Hours of Service”	All hours outside of Standard Hours of Service. Only Severity 1 Incidents will be responded to during these times. These must be logged by telephone. All other Severity code incidents will be responded to during the next period of standard hours of service;
“Support”	The team of support staff from Cobweb, who shall provide support services through the following means, with the recommended means being Control Panel or Email: By Control Panel By Email: support@cobweb.com By Telephone: 0345 223 9000 (Option 1)
“Service Status Page”	The online information portal available at https://cobweb.com/service-status/ which provides updates on all Severity 1 incidents;
“Severity Code”	The classification system for all incidents raised with the Support Team as fully defined in Paragraph 4 below;
“SLA Report Period”	A full calendar month starting on the 1st of each month

Support

2.1 The Support Team provides a single point of contact for Customers and is available for the purpose of the reporting of incidents and the handling of enquiries from the Customer Administrators, or other personnel as expressly authorised by the Customer and notified to Cobweb.

2.2 During Standard Hours, all Severity Code incidents will be responded to.

2.3 During Non-Standard Hours, Severity 1 incidents only should be logged by telephoning 0345 223 9000 (Option 1). Incidents or enquiries that are designated as Severity 2 or below shall be logged, but the resolution shall not commence until the next period of Standard Hours of Service. Severity 2 or below incidents should be logged by emailing support@cobweb.com or logging an incident from within Control Panel.

2.4 Where the Support Team identifies that a specific query relates to the use of an associated product rather than the Service, the Support Team reserves the right to refer the Customer Administrator to the appropriate website that details relevant technical or training information.

NOTIFICATION OF INCIDENTS

3.1 On receipt of a notification of a fault with the Service or a request for assistance, an initial assessment shall be immediately undertaken by Cobweb, an incident reference provided, and a severity level discussed and promptly agreed with the Customer. The Customer should retain a record of the incident reference.

3.2 Cobweb shall provide the Customer with progress updates promptly upon:

3.2.1 the resolution of the incident.

3.2.2 any change of resolution target time, which can only occur with the written agreement of the Customer.

3.2.3 as otherwise agreed for Severity 1 incidents.

3.3 Up to date information on all Severity 1 incidents will be available on the Service Status Page.

SEVERITY CODE AND RESPONSE TIMES

4.1 Cobweb shall acknowledge via email to the designated Customer Administrators the receipt of all calls or emails to the Support team and include a Case Reference Number. It is the responsibility of the Customer to keep up to date the contact details of the nominated Customers Administrators.

4.2 Target response times are as given below:

Severity Code	Business Impact	Target Response Time – Outage Support	Target Response time - Admin and End User Support
1	<ul style="list-style-type: none"> An unplanned incident causing complete loss of service to the business/multiple end users. <p>Impacts the completion of major mission-critical business/end users' tasks and the situation is considered an emergency.</p>	2 hours	1 hours
2	<ul style="list-style-type: none"> Severe service disruption to the business/multiple end user. <p>Severe business impact to workflow productivity or service/data access issues that affects the completion of multiple business-critical tasks.</p>	4 hours	2 hours
3	<ul style="list-style-type: none"> Reduced functionality causing significant disruption to a single user or service. Reduced functionality causing significant disruption to workflow productivity or data/service access issues that affects the completion of some business-critical tasks. 	1 day	4 hours
4	<ul style="list-style-type: none"> Minor loss of functionality resulting in reduced functionality to the service. General non-urgent or impacting issues, requests or queries around the service, how-to questions or billing enquires 	2 days	1 day

Note: The target response times are in relation to Cobweb's Support Team. If a support issue is determined to be due to a factor that requires escalation to the vendor or 3rd party, then their target response times apply and take precedence over the Cobweb's SLA's. You will be able to find further information on these SLA's within your product terms and conditions document.