



INTERNAL SYSTEMS LIMITED

Service Level Description – Software Products.

This document is part of your Product Support Pack and is intended to describe the service levels that ISL is committed to deliver as part of your support agreement with us for the software products listed on the enclosed Support Certificate.

Service	Bronze	Silver	Gold
Call Logging & Classification	09:00-17:30 Monday-Friday	08:30-23:00 Monday-Friday	24 x 365
Initial Response Time	Dependant On Priority (See below)	Dependant On Priority (See below)	Dependant On Priority (See below)
Call Resolution	09:00-17:30 Monday-Friday	09:00-17:30 Monday-Friday	24 x 365*
Escalation	09:00-17:30 Monday-Friday	09:00-17:30 Monday-Friday	24 x 365*
Access to ISL Support Site	Yes	Yes	Yes
Software Upgrades**	Yes	Yes	Yes

* For calls logged outside normal working hours, all other calls will be processed/escalated 09:00 – 17:30 Monday – Friday

** Software subscription may need to be purchased separately for you to be entitled to receive software upgrades. The enclosed support certificate will show whether you have purchased software subscription.

A priority will be assigned to a call when it is initially logged by ISL. The following table outlines the priorities and also the response and update times associated with the priority assigned.

Priority	Example	Initial Response	Call Updates
1	Production system non functional or essentially unusable	1 Hour	Every 2 Hours
2	System partially usable or temporary workaround available	4 Hours	Every 2 Days
3	Minor problem with low impact on operation	8 Hours	Weekly
4	No impact on operational condition of product	N/A	N/A

Should it be impossible to resolve an issue locally within a reasonable timescale following confirmation of the fault, ISL will escalate the fault to the original manufacturer for further investigation. The table below outlines the time scales for this.

Escalation Level	Priority 1	Priority 2	Priority 3	Priority 4
ISL Support Centre Team Leader	Upon Classification	Within 8 Working hours	Within 24 working hours	Next release
Manufacturer Support Group	Within 4 working hours	Within 18 working hours	Within 36 working hours	Upon diagnosis
ISL Support Centre Manager	Within 8 working hours	Within 24 working hours	Within 60 working hours	Next Release
Manufacturer Product Manager	Within 8 working hours	Within 24 working hours	Within 60 working hours	Next Release
ISL Director	Within 8 working hours	Within 48 working hours	N/A	N/A

Please note that unless otherwise stated these services are offered by ISL and are in addition to any support or warranty services offered by the manufacturer. Please contact ISL for further information.