

Telephone/Email Support Procedures.

When logging calls the following procedure should be used:

The Support Center can be contacted by one of the following methods:

Phone : 0870 444 0767
Fax: 0870 444 0760
Internet electronic mail: support@isl.com

If all support agents are busy, calls will be held in a queue until an agent is available to take the call.

Please provide the following information when logging a call:

- Contract Number under which the call is to be logged (shown on the support certificate)
- Company name
- Contact name, number and email address
- Product with which problems are being encountered including version (and build if appropriate) or model and serial number if a hardware fault
- Operating system on which the product is running, including version (and build if appropriate)
- A detailed description of the suspected fault
- Specific information of the operation, which caused the failure.

Calls will be acknowledged with a log number that should be quoted in all communications regarding the specific call ISL will initially classify reported faults in accordance with the following criteria:

Priority	Example
1	Production system non functional or essentially unusable
2	System partially usable or temporary workaround available
3	Minor problem with low impact on operation
4	No impact on operational condition of product

- The priority of the call will determine the service levels attached including initial target response, update intervals and escalation times should the issue not be resolved.
- ISL will initially attempt to qualify the suspected fault as an actual fault and may require the customer to provide additional information, perform checks and tests to further isolate the suspected fault.
- Where further customer checks are inconclusive or are liable to affect live operation of the system, ISL will attempt to replicate and test the suspected fault internally.
- Following confirmation of a fault, ISL will continue to investigate the fault and may require Customer to perform tests in order to identify a fix or work around. ISL may also reclassify the fault at this stage.
- In the event that no local resolution of the fault is possible within reasonable time scales *following confirmation of the fault*, ISL will report the fault to the original manufacturer for further investigation. Time scales for this are shown on the appropriate service level description.