



Service Level Agreement (SLA) Standard.

This document details the provision of support as identified as our 'SLA' – Service Level Agreement for websites and systems supported by us.

Definitions:

Critical

An issue relating to the website and is directly preventing the service from being used by either the user or the admin. Example scenarios: Security breach / hack, transactional/payment gateway issue (website end), code failure, server crash (code-related), website not loading. If the issue is outside the scope of our control (3rd party influences, hardware or other reasons), we will endeavour to affect a temporary solution to mitigate a negative user experience or damage until a permanent fix can be deployed. We cannot accept responsibility to fix issues that are outside our control.

Operational

A specific website function (non-transactional) that is not working, nonetheless the overall website remains functional; or content contains errors that need changing.

User

A user of the website has issues accessing their (website) account or updating their profile details. A user has login issues or requires access support.

Support (improvement)

Functionality being required on a website that does not exist but is deemed important to the operation of the business.

Responses

All support requests sent will be flagged to one of the above FOUR levels and responses will be handled in the following process:

Critical

Response hours: 7 days a week.

By phone, support ticket submitted on our website or by email.

A review of the issue will be made upon receipt of the support ticket and an immediate acknowledgement sent. An assessment will be made as to the extent of the issue and then either fixed, or a temporary solution put in place until a more permanent fix is actioned.



Operational Response hours: 5 days a week – business hours (Mon-Fri 9am-5:30pm, excluding public holidays).
Response within 4 (working) hours.
By support ticket submitted on our website or by email.

A review of the issue will be made upon receipt of the support ticket and a response issued within 4 hours of receipt with a recommended action plan to either resolve the issue immediately or to provide planning recommendations and scheduling for its fix.

User Response hours: 5 days a week – business hours (Mon-Fri 9am-5:30pm, excluding public holidays).
Response within 4 (working) hours.
By support ticket submitted on our website.

A review of the issue will be made and a solution emailed to the user within 24 hours of acknowledgement of receipt.

Support (improvement) Response hours: 5 days a week – business hours (Mon-Fri 9am-5:30pm, excluding public holidays).
Response within 2 working days.

A review of the requirement will be made and a quotation for the development made for consideration and acceptance or further discussion. No date for the work will be set until any project costs (if applicable) are agreed and confirmed.

Terms

The terms of these support services are provided under the terms of our standard business operating terms of business, which can be found at www.aubergine262.com/terms-of-trade/