SaaS Support Charter

1. INTRODUCTION

This document defines the scope of the Support Service provided by Hornbill and should be read in conjunction with the applicable SaaS (Software as a Service) Agreement.

Support from Hornbill is primarily intended to be a service to help you with any problems and issues you may have with the service you have purchased from Hornbill that is running as a live service. Hornbill also provides this support service for development or test server instances however we will not assign high priorities to issues found on systems that are not in live use.

You can access our support services using the following methods:

- Website – we ask that you raise new support incidents through the web-form provided at https://support-works.com/support/ . This webform is optimized for use on mobile devices.
- Customer Support Portal – by browsing to https://community.hornbill.com/ selecting Get Help and logging in with your customer ID and password which is available from your relationship manager at care@hornbill.com . View/update your outstanding and resolved calls, search the knowledge base and download software. Site available 24x7x365
- Forums – We have an active community of users on our dedicated private forums. This is the best place to get questions answered if you are not sure how to do something or want to know more technical details about our products or their functions. You can also search for past solutions or other discussion threads of interest. New product enhancements should also be requested on the forum. As a customer, you may register on the forums at http://forums.hornbill.com/, the forums are available to use 24x7x365
- Email – you can reply to existing incidents at support@hornbill.com if the call reference is included in the subject line. New incidents should be raised through the website.
- Phone - Telephone contact is to be used for out-of-hours emergency P1 and P2 calls as defined below. We will always do our best to help you when you call but you should be aware that we may ask to call you to log your call using the Customer Support Portal if your call is not urgent or during the working day.

2. SERVICE LEVELS

The Hornbill Support Service for critical availability incidents as defined below is available 24x7x365. The Hornbill Support Service for all other calls is available normal UK business hours 9:00 through 17:30 UK time Monday to Friday excluding UK public holidays

The following table details the priority classification that Hornbill will assign to any problem you report. This includes target times for Hornbill to respond and attempt a resolution to the problem. The resolution may solve the problem completely or may provide an acceptable work-around. Formal Service Levels are only provided for production issues affecting live systems and not issues found on test systems or "How Do I…?" questions.

P	Name	Description	Target Response	Target Resolution
P1	Critical Production Issue	A failure in the production operation of the service rendering the service unavailable or critically impaired. Alternatively, data is corrupted or there is a significant security issue.	15mins	4 business hours
P2	Severe Production Issue	Issues of a high impact causing severe degradation in performance or failure of important functionality. No acceptable workaround is available, but operation can continue in a restricted fashion	30mins	1 business day
P3	Moderate Production Issue	Issues of a moderate business impact where the service is operational and the majority of functions are still available. The impact is an inconvenience which may require a workaround to restore functionality.	4 hours	3 business days
P4	Minor Production Issue	Issues causing a slight inconvenience or inefficient operation of business functions or a minor issue which is has a low or trivial impact on the effective use of the system.	4 hours	5 business days

3. DEVELOPER

If you have purchased myServiceDesk.com Developer, Hornbill will additionally provide:

- Access to the dedicated developer support area on our support forums.
- Access to a development support engineer on a case-by-case basis as required – this is chargeable at our prevailing hourly rate.
- Access to developer tools to assist in application development and testing.

5. WHAT'S EXPECTED OF YOU

To get the best outcome and solve problems as quickly as possible we need you to help Hornbill Support. Hopefully you won't be asked for too much but please try and help as much as you can. Please be concise with your questions and calls for help. Don't assume that our support team will understand the details and intricacies of your environment or use of our software and every customer is different so we have to assess each request on the information provided. If we do not have enough information about the nature of your request its likely to work its way down the priority list. If you have specific needs and expectations, please tell us in advance and again we'll do our best to accommodate you. If we haven't met your expectations let us know how we have fallen short and again we'll do our best to rectify matters.

As mentioned, we ask that "How do I…?" type questions are posed on our customer forums. The reason for this is two-fold. In the first instance, it ensures that other customers can benefit from the information provided. Secondly, it opens up the question to the broader Supportworks community, which includes other customers with significant experience of Supportworks as well as other experts within Hornbill not working directly in the Support Team.

5. EXCEPTIONS

We are committed to helping you but unfortunately cannot provide any technical support or help configuring systems or software that are not provided as part of our SaaS solution. These include (but are not limited to) providing technical support or help on: -

- E-mail Systems including Microsoft Exchange, Lotus Notes, G-Mail, SendMail or any other similar systems. We expect you to have in-house expertise that can ensure we have accessible, standards compliant IMAP, POP3 and SMTP services to integrate with. We can easily identify issues from our software and pass relevant information on to your mail system administrator where the problem lies outside of the Supportworks SaaS solution.
- Related third party products – we provide connectors to integrate with a number of IT management products like asset tools and telephony systems. However, we do not provide any advice, help or support configuring these systems beyond connecting to them in the way prescribed by our integration connectors. We would expect you to have in-house expertise and perform any changes/configurations that may be required in order to affect a successful integration.
- Windows AD or other LDAP directory services – we integrate tightly with Active Directory but we do not provide support for it or any other directory service solution. We cannot know your organization's security, domain/tree/forest structure or other networking setups. For integration, we require secure access via the industry standard LDAP protocol to your AD or other directory server. For data mapping, we would need your experts to advise us of your AD or directory service structure.
- Where we integrate to achieve single-signon using SAML we do not support either configuration or troubleshooting of the identity provider end or the browser specific policy issues that can be troublesome. Our documentation provides an overview and details built up from our own experience but it's the customer's responsibility to have the knowledge in house or to bring them in externally if required in order to conjure the customer end of the SSO integration.
- We do not provide advice on programming PHP or JavaScript or SQL as part of our contractual support obligations. However, we do have a very active community forum where people (including Hornbill's own staff) are willing to help in these areas.

6. COMPLEX OR DISPUTED PROBLEM DIAGNOSIS

From time to time problems may arise where it is not obvious if the problem lies with our SaaS solution or with your internal systems or environment. In these cases, it can be difficult to investigate and diagnose the problem. We are very happy to take on the investigation work and diagnose these types of problems, even if that means looking at other systems that we would not ordinarily support. In these circumstances, we will clearly document the details and evidence relating to the problem. In the event the fault proves to be caused by any aspect of the customer's specific IT environment, third-party system deployed by the customer or relates to customer-developed customisations, settings or adaptations, the time and effort taken to resolve the problem will be detailed and charged to the customer at our current professional services rates. Hornbill has no automatic right to invoke this clause, but will instead seek specific approval from the customer to do so and ask the customer to sign an agreement on a case by case basis where necessary.

7. ESCALATION CHANNELS

If we fall short of the standards you expect from us or you have any other feedback about the team or the handling of your issue, please do not hesitate to let us know. The Support Manager is responsible for ensuring the team deliver excellent customer service and so will be not only eager to understand any concerns you might have but also interested in understanding if there are any learning outcomes for the team from your experience.

You can escalate your issue by emailing escalation@hornbill.com. In the unlikely event that this escalation channel does not lead to a satisfactory outcome, please contact care@hornbill.com. Of course, we also greatly welcome your feedback where our team have exceeded your expectations and delivered exceptional customer service.

SaaS Service Levels and Service Credits

Note – defined terms in this document have the same meanings as those given to them in your SaaS (Software as a Service) Agreement with Hornbill unless other meanings are given to them below

1. DEFINITIONS

In these terms, unless the context otherwise requires, the following words and expressions mean:

"Service Maintenance Hours"	the four (4) hours from 12.00am to 04.00 am each day (with reference to the timezone defined in the Service Parameters) during which Customer access to the SaaS Service may be interrupted by the carrying out of Works
"Works"	routine and/or planned maintenance activities or high priority activities (that interrupt the SaaS Service) as is required by professional computing practice and that take place during the Service Maintenance Hours and as communicated to customer in accordance with the Maintenance Notice Service Level.
"Service Operational Hours"	in any given period the total hours minus the time spent on Works (specifically when the SaaS Service is not Available)
"Maintenance Notice Service Level"	the minimum advanced notice period for a maintenance activity to be classified as a Work being 7 elapsed days (168 elapsed hours) for routine and/or planned activities and 4 elapsed hours for high priority activities as solely determined by Hornbill.
"SaaS Service Availability"	the calculation of service availability for the purposes of calculating Service Credits
"Availability Service Credits"	credits of Subscription Fees paid by Customer as a result of a failure of the SaaS Service to meet the SaaS Service Availability
"Available"	the SaaS Service is accessible by the majority of the Customer Users, functioning substantially in accordance with any applicable product manuals. Note that if the SaaS service is not available to any or all Customer Users owing to a fault or condition outside of Hornbill's control, such as, but not limited to a failure of the Internet, then it shall still be deemed Available.
"Service Available Hours"	the amount of time the SaaS Service is Available according to the service level. Calculated as the Service Operational Hours minus the time the SaaS Service is not Available (other than due to Works).
"Business Hours"	Number of hours elapsed during normal UK business hours 9:00 through 17:30 UK time Monday to Friday excluding UK public holidays
"Business Days"	Number of whole days elapsed, a day being normal UK business hours 9:00 through 17:30 UK time Monday to Friday excluding UK public holidays
"Service Level Service Credits"	credits of Subscription Fees paid by Customer as a result of a failure of the Hornbill to deliver resolution to P1 and P2 matters within specified timeframes

2. AVAILABILITY

For the purposes of service reporting and calculation of any applicable Availability Service Credits, SaaS Service Availability for any period is expressed as a percentage and calculated as the Service Available Hours for the period divided by the Service Operational Hours.

3. DATA LOSS

Hornbill takes reasonable steps to secure the Customer Data against loss due to any single system failure. Should the Customer Data be lost due to such failure it will attempt to restore the data to a point prior to its loss. The maximum amount of time for which data should be lost is specified as one of the Service Parameters. Once the data has been restored by Hornbill using reasonable efforts, any resultant data loss shall not in its own right constitute service unavailability.

4. SERVICE CREDITS

Availability Service Credits are calculated as a percentage of the Subscription Fee for the Subscription Period where the SaaS Service Availability falls below a certain threshold as shown in Schedule 1 below.

Service Level Service Credits are calculated as a percentage of the Subscription Fee for the Subscription Period where the Target Resolution time as defined in the Service Levels above are not met based on the thresholds set out in Schedule 2 below.

For any one incident either Availability Service Credits or Service Level Service Credits, but not both, may be claimed.

To be entitled to any Service Credits, the Customer must request such Service Credit in writing from Hornbill within 30 days of the end of the relevant Subscription period. The Service Credit will be applied to the next Subscription Fee invoice to be raised. If the Subscription Duration has been reached (and no further invoice is to be raised) then no Service Credit is applied.

SCHEDULE 1 AVAILABILITY THRESHOLDS

Availability in Subscription Period	Service Credit as a percentage of Subscription Fee
Greater than 99.50%	0%
Between 99.49% and 98.50%	2.5%
Between 98.49% and 97.50%	5%
Between 97.49% and 96.50%	10%
Less than 96.50%	20%

SCHEDULE 2 SERVICE LEVEL THRESHOLDS

Service Level Not Achieved	Service Credit as a percentage of Subscription Fee
P1 Exceed Target Resolution by 100%	10%
P1 Exceed Target Resolution by 200%	15%
P1 Exceed Target Resolution by 300%	20%
P2 Exceed Target Resolution by 100%	5%
P2 Exceed Target Resolution by 200%	10%
P2 Exceed Target Resolution by 300%	15%