



## Definitions

"Business Day" means any weekday other than a bank or public holiday in [England];

"Business Hours" means the hours of 09:00 to 18:00 [GMT/BST] on a Business Day;

"Business Critical" means support is needed to fix a high priority issue immediately, as a core function of the software is impaired or inoperable.

## Support Services

The Provider shall provide the following remote Support Services to the Customer during the Term of subscription:

**Standard Support** - comprises but is not limited to answering queries regarding the functionality of the site or the scoring methodology applied, hosting video conference teach-in sessions for the Customer's employees, and also addressing bugs affecting the reliable operation of the software as rapidly as possible. Standard Support is provided on Business Days during Business Hours unless the support required is Business Critical to the client.

**Enhanced Support** - comprises but is not limited to consultancy projects, detailed written responses that the Customer requires for its own end-customers, and coding work such as that which facilitates the Customer's use of the Provider's API for a particular purpose. Enhanced Support is provided on Business Days during Business Hours unless the support required is Business Critical to the client.



The Provider may suspend the provision of the Support Services if any amount due to be paid by the Customer to the Provider under the Subscription Agreement is overdue, and the Provider has given to the Customer at least 30 days' written notice, following the amount becoming overdue, of its intention to suspend the Support Services on this basis.

## Customer obligations

The Customer may need to provide to the Provider, or procure for the Provider, such access to the Customer's computer hardware, software, networks and systems as may be reasonably required by the Provider to enable the Provider to perform its Standard Support and Enhanced Support procedures.

## Fees

Unless expressly agreed elsewhere in a signed bilateral agreement between the Customer and the Provider, the fees for Standard Support shall be deemed to be included within the standard Subscription Agreement fees.

Enhanced Support fees shall be charged as an additional sum and must be agreed in writing between the Customer and the Provider in advance of any Enhanced Support being provided.

## Response, Resolution, Escalation

The Provider will make every effort to respond to a request for Support Services within 1 Business Day. If Business Critical, response times will be within 2 Business Hours.

The Provider will make every effort to resolve issues raised through the Support Services as quickly as possible, within 3 Business Days, and if Business Critical, within 1 Business Day.

Whilst the Provider will make every effort to ensure that problems are resolved as quickly as possible, if for any reason the Customer is dissatisfied with the support they have received, they may escalate their concern to Shai Hill (CEO).



## Limitations on Support Services

The Provider shall have no obligation to provide Support Services in respect of any issue caused by:

- (a) any factor outside the scope of the Support Services;
- (b) the improper use of the Software by the Customer; or
- (c) any alteration to the Software made without the prior consent of the Provider.

If the Provider provides Standard Support Services at the request of the Customer and the Provider, after beginning the provision of those Support Services, reasonably concludes that the Customer requires Enhanced Support Services, the Provider may levy additional Charges as per the Fees section of this document.

## Contact

To request Support Services:

email: [contact@integrumesg.com](mailto:contact@integrumesg.com)

OR

phone: +44 (0)203 478 1144