

## Complete Analytics - Support Services Policy

Last updated: 27<sup>th</sup> January 2020

### Support Services

Complete Analytics Limited (Trading as “Cascade50”) will provide support services as follows:

- (a) Provide a Solution knowledgebase, where Users can access answers to frequently asked questions.
- (b) Provide telephone support via its support line on Monday to Friday between the hours of 9am to 5pm in the UK excluding public holidays.
- (c) Operate an online support ticket-based system and will prioritise the severity of issues and will respond either by ticket or phone call and may liaise with any third parties as you provide authorisation e.g. 3<sup>rd</sup> party IT provider.

The Company has a dedicated team of support technicians that are trained to support the solution and will analyse the severity level of any support requirement based on the table below.

Severity Level	Description
<b>Severity 1 Error</b>	<ul style="list-style-type: none"><li>A Severity 1 error consists of an error or group of errors that renders the Platform or a significant portion of the Platform unusable and no immediate means of circumvention is available, or an error in which the program is causing damage to data files or databases.</li></ul>
<b>Severity 2 Error</b>	<ul style="list-style-type: none"><li>A Severity 2 error consists of an error or group of errors that renders certain significant and fundamental features or portions of the Platform unusable and no immediate means of circumvention is available, or an error in which the program is causing damage to data files or databases.</li></ul>
<b>Severity 3 Error</b>	<ul style="list-style-type: none"><li>A Severity 3 error consists of an error or group of errors that renders use of the Platform or any portion of it difficult and for which inefficient and/or inconvenient means of circumvention are available to the End User.</li></ul>
<b>Severity 4 Error</b>	<ul style="list-style-type: none"><li>A Severity 4 error consists of an error or group of errors that can be easily circumvented or tolerated by the End User.</li></ul>

### Response and Resolution Times

The Company’s support services team are trained and will provide, based on the “severity” level of the issue, the following service levels:

Severity Level	Response/Resolution Time
<b>Severity 1 Error</b>	Respond with an update or resolution within 24 hours (1 Day).
<b>Severity 2 Error</b>	Respond with an update or resolution within 48 hours (2 Days).
<b>Severity 3 Error</b>	Respond with an update or resolution within 120 hours (5 Days).
<b>Severity 4 Errors</b>	Provide reasonable tracking and response.

The time in which we provide a circumvention or resolution of an error will be measured from the point at which the error is identified and confirmed through communication with a customer to replicate and demonstrate the error to a member of our support services team.

Furthermore, should the error be caused or directly related to an error or design flaw in any Sage Products or Services, the time in which we will provide a circumvention or resolution of an error will be measured from the date the error or design flaw is corrected in the Sage Products or Services and such corrected application is provided to us by Sage.

### **SLAs**

We shall use commercially reasonable efforts to make the Platform available 99.5% of the time, except for:

- (a) any planned downtime of which we will give 7 days or more notice to Customers. Except in urgent circumstances (such as, for example, a security threat or imminent or actual system failure), The Company will use commercially reasonable efforts to schedule all planned downtime during the weekend hours from 5:00 a.m. Saturday, Greenwich Mean Time, through 10:00 a.m. Monday, Greenwich Mean Time;
- (b) any unavailability is caused by Sage (e.g., by the associated Sage Service or APIs);
- (c) any unavailability caused by circumstances beyond the Company's reasonable control, including without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labour problems (other than those involving the Company's employees).