

Unique IQ

Service Level Agreement

Standard Support Services

1. Unique IQ shall provide telephone, email and remote support services during its Normal Business Hours. The support provided by Unique IQ shall relate only to the Software and Platform. Any problems which are related to the Customer's computer systems must be resolved by the Customer's own support staff.
2. When seeking support, the Customer shall use its reasonable endeavours to provide the fullest information possible to aid Unique IQ in diagnosing any faults in either the Software or the Platform.
3. Unique IQ shall aim to resolve all support problems within 8 Normal Business Hours or as soon as possible thereafter where resolution in that time is not possible.
4. Whenever possible, Unique IQ shall provide a workaround solution to the Customer to enable the Customer's continued use of the Services or to enable use that is as close to normal as is possible under the prevailing circumstances.
5. Unique IQ shall provide during the Subscription Term, a support desk facility which will be manned between the hours of 08:30 and 17:00 Monday to Friday excluding public holidays. Outside of this, Unique IQ will offer an 'out of hours' voicemail service which is accessible 24 hours a day, 365 days a year. This voicemail is accessed immediately, and the call will be prioritised as per the priority setting and definition as below.
6. Unique IQ shall record all incoming calls to the support desk using a 'ticketing' system and the priority setting and definitions are as follows:

Urgent – Potentially business critical situations where multiple businesses are affected. E.g. multiple employees from different branches cannot clock into the Platform possibly meaning the Platform is down.

High – A matter of importance that is not business critical that may be affecting multiple businesses. E.g. A Customer is experiencing an issue where their reminders system / V&B features / Web App features are not working correctly or at all.

Normal – An issue of moderate urgency, it is not critical to their business running. E.g. Issues that the individual employees of Customers may be experiencing, such as not receiving reminders or not receiving alerts.

Low – An issue of low importance where it is not affecting the day-to-day running of the business. E.g. there are issues specific to your account that are not causing issues for multiple employees.

Level	Support reply in	Resolve in (business days)
Urgent	30 minutes	1 day
High	1 hour	2 days
Normal	2 hours	3 days
Low	3 hours	5 days

Maintenance

7. During the Subscription Term, Unique IQ shall provide any new, corrected or enhanced versions of the Software as developed by Unique IQ (the Modifications).
8. The Customer accepts that it will upgrade its version of the Software without delay as Modifications are released. Unique IQ will not support out of date releases of the Software.
9. Unique IQ will continue to develop and extend the Software in line with all relevant laws and regulations. The decision to enhance or change the Software functionality is solely that of Unique IQ.
10. Unique IQ will make available any Modifications as part of the maintenance process. However, it may be that Unique IQ develops additional functionality as a separate module. In such cases, Unique IQ may elect to offer the upgrade as an additional module at an additional fee.
11. Unique IQ shall be responsible for all maintenance and upgrades to the Platform which may reasonably be required from time to time.
12. The Customer shall be responsible for all maintenance and upgrades to the Customer's computer systems which may from time to time be required.
13. Whenever possible, Unique IQ shall use its reasonable endeavours to undertake maintenance work outside of the Customer's usual business hours.
14. Unless maintenance is corrective in nature, Unique IQ shall provide at least 5 Business Days' notice of any maintenance which may affect the Customer's use of the Services. Unique IQ shall use its reasonable endeavours to provide as much notice as possible in the case of corrective maintenance, however advance notice may not always be possible.
15. Where maintenance will disrupt the Services, Unique IQ shall aim to complete all necessary work within 8 Normal Business Hours or as soon as possible thereafter where resolution in that time is not possible.
16. Whenever possible, Unique IQ shall provide a workaround solution to the Customer to enable the Customer's continued use of the Services or to enable use that is as close to normal as is possible under the prevailing circumstances.