



Smarte Pty Ltd Support Policy

Last amendment April 14 2016

Introduction

This support policy describes the levels of service that the ad hoc clients (i.e. no formal agreement) will receive from Smarte Pty Ltd.

This policy should be read alongside the IT support contract between the client and the supplier. Although the policy covers key areas of the client's IT systems and support, the support contract may include areas not covered by any other Service Level Agreement.

Purpose

The client depends on IT equipment, software and services (together: 'the IT system') that are provided, maintained and supported by Smarte Pty Ltd. Some of these items are of critical importance to the business.

This support policy sets out what levels of availability and support the client is guaranteed to receive for specific parts of the IT system. It also explains what penalties will be applied to the supplier should it fail to meet these levels.

This policy forms an important part of the contract between the client and the supplier. It aims to enable the two parties to work together effectively.

Support Provider

Smarte Pty Ltd

11/149 Wickham Terrace, Spring Hill QLD 4000
GPO Box 1727 Brisbane, QLD 4001
1300 559 165
smarte.com.au
support@smarte.com.au

Responsibilities

Supplier responsibilities

The supplier will provide and/or maintain the IT system used by the client when support is requested by the client.

If the client has a maintenance agreement with Smarte Pty Ltd, the IT support contract between the supplier and the client includes full details of these responsibilities.

Additionally, the supplier will:

- Ensure relevant software, services and equipment are available to the client.
- Respond to support requests within the timescales listed below.
- Take steps to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

Client responsibilities

The client will:

- Use the supplier-provided IT system as intended.
- Notify the client of issues or problems in a timely manner by either phone or email.
- Provide the supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Maintain good communication with the supplier at all times.

Billable Support

Unless the client has an existing maintenance agreement with Smarte Pty Ltd **all support requests are billable and will be invoiced to the client at a rate of \$120 p/h ex GST.**

If the resolution of the support ticket requires on site assessment a **\$50 ex GST Call Out Fee** will be applied.

If the disruption is caused by an internal Smarte fault the client will not be invoiced.

Response times

When the client raises a support issue with the supplier, the supplier promises to respond in a timely fashion.

The response time measures how long it takes the supplier to respond to a support request raised via the supplier's support email, being support@smarte.com.au, or calling the support line on 1300 559 165.

The supplier is deemed to have responded when it has replied to the client's initial request. This may be in the form of an email or telephone call, to provide a solution, request further information or advise that the ticket has been logged and the support team will be in contact with them within a reasonable amount of time.

Response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in this table:

| Issue severity (see Severity levels section, below) | | | |
|---|---------|---------|-------|
| Fatal | Severe | Medium | Minor |
| 30 minutes | 2 hours | 5 hours | 3 day |

Response times are measured from the moment the client submits a support request via the supplier's support email or calling the support line on 1300 559 165.

IMPORTANT

Response times apply during standard working hours (9:00am — 5:00pm Monday to Friday excluding public holidays) only, unless the contract between the client and supplier specifically includes provisions for out of hours support.

For instance, if an issue is reported at 5:00pm with a response time of 60 minutes, the supplier has until 10:00am the following day to respond.

Severity levels

The severity levels shown in the tables above are defined as follows:

- **Fatal:** Complete degradation — **all users and critical functions affected.** Item or service completely unavailable.
- **Severe:** Significant degradation — **large number of users or critical functions affected.**
- **Medium:** Limited degradation — **limited number of users or functions affected.** Business processes can continue.
- **Minor:** Small degradation — **few users or one user affected.** Business processes can continue.

Resolution times

The supplier will always endeavour to resolve problems as swiftly as possible. It recognises that the client's computer systems are key to its business and that any downtime can cost money.

However, the supplier is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due to disk error or a hardware fault (also classed as a fatal issue) it may take much longer to get back up and running.

In all cases, the supplier will make its best efforts to resolve problems as quickly as possible. It will also provide frequent progress reports to the client.

Exclusions

This policy is written in a spirit of partnership. Smarte Pty Ltd will always do everything possible to rectify every issue in a timely manner.

However, there are a few exclusions. This policy does not apply to:

- Any equipment, software, services or other parts of the IT system not listed above
- Software, equipment or services not purchased via and managed by the supplier

Additionally, this policy does not apply when:

- The problem has been caused by using equipment, software or service(s) in a way that is **not recommended**.
- The client has made **unauthorised changes** to the configuration or setup of affected equipment, software or services.
- The client has prevented the supplier from **performing required maintenance and update** tasks.
- The issue has been caused by **unsupported** equipment, software or other services.

This SLA does not apply in circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, war and so on.

The SLA also does not apply if the client is in breach of its contract with the supplier for any reason (e.g. late payment of fees).

Having said all that, Smarte Pty Ltd aims to be helpful and accommodating at all times, and will do its absolute best to assist the client wherever possible.