Easyplan Service Level Agreement

What is covered?

- Technical Support for The Software or any subsequent release of The Software for which services have been agreed in writing by us

- Services release for current releases of The Software and Maintenance Updates to The Software

- Version Releases to The Software subject to the terms of Version Releases.

- Two free activation codes per supported year for damaged, stolen or lost licences, per reactivation. (After this, reactivation is charged at £30.00 per licence, per reactivation)

Access to the online Support Portal (https://support.elecosoft.com)

What is not covered?

- Hardware, network or network operating system support

- Training

- Configuration of new printers, PCs etc.

Hours of service

The Support Department hours are:

- Monday to Thursday: 9:00 am to 5:00 pm (GMT/BST), except for English public holidays

- Friday: 9:00 am to 4:30 pm (GMT/BST), except for English public holidays

From time-to-time we may announce that support will be unavailable, or available on a reduced basis, for a limited period (e.g. during staff training sessions, company meetings etc.). Periods of unavailability will not exceed 8 support hours.

In addition, certain queries will not be answered in the period between Christmas and New Year – for 3 working days. No services will be performed outside of the Hours of Service and we shall not be liable for any loss caused to the user by any delay in the provision of the services caused by periods of unavailability, reduced availability, or the Christmas/New Year period of suspension.

Methods of contact

Users can contact our Technical Support by any of the following methods:

Telephone: 01844 261 609

Email: support@elecosoft.com

Website: https://support.elecosoft.com

Speed of clearance

Our Technical Support will attempt to answer all queries within 8 working hours of receipt. However, certain issues, such as looking into issues in specific customer projects, will take longer to resolve. For significant problems taking some time to resolve, callers will receive regular updates as to the progress of calls outstanding.

Where projects are sent in electronically or on disk for investigation, we aim to deal with them within 5 working days where possible, provided that no resources outside of the Technical Support department are required. Where external departments are required to assist with work on these projects, the customer will be regularly informed of timescales and progress.

Escalation procedure

If a user is unhappy with the level of service provided by our Technical Support, in the first instance they should contact the Technical Support Manager with details of dates called and the staff member dealing with the call. The Technical Support Manager will then attempt to resolve the issue. All such enquiries are regularly brought to the attention of the directors of Elecosoft.

Software Faults and Software Developments are logged into the development plan. The support analyst will inform the user of anticipated release dates for releases and service releases, if applicable.

Further enquiries regarding the availability of releases and service releases should be directed to the Technical Support Manager.

Maintenance Updates

Maintenance updates of the software to patch software errors and security updates are made available to customers with support and maintenance plans provided that the release date of the update falls within the term of their maintenance plan.

Version Releases

Version releases of the software are made available to customers with subscription licences.

Variations

Elecosoft UK Ltd reserves the right to review and vary the terms of a Support and Upgrade Contract offered at each renewal date. If the answer to a technical support

question is available in the product help file or the product documentation or is available on a Frequently Asked Questions list then we reserves the right to refer the caller to one of these sources.

Confidentiality and data protection

We will remove user data on a regular basis to comply with the Data Protection Act.

Glossary of terms

Hours of service	The time during which issues will be addressed (as described above under the heading hours of service)
Issue	A problem or question logged by a user
User	The Purchaser of the Software
The Software	Powerproject and Easyplan
Maintenance Update	A minor change to the software to patch a software error or security issue
Version Release	A New Release of the software that delivers new functionality to the customer
Unsupported add-ons	From time-to-time we will make available add-ons which are unsupported. This will be made clear at the time of release
Knowledgebase	The online FAQ resource https://support.elecosoft.com