

SERVICE LEVEL STATEMENT POWERPROJECT



SUPPORTED VERSIONS

Our policy is to provide technical support for the latest major version of Powerproject as well as the previous version. Support for older versions will be discontinued 6 months after the release of the latest version.

SERVICE LEVELS

▶ WHAT IS COVERED?

- ▼ Technical Support for The Software or any subsequent release of The Software for which support and maintenance services have been agreed in writing by us.
- ▼ Technical support for add-ons and enhancements supplied by us but not including unsupported add-ons.
- ▼ Services release for current releases of The Software.
- ▼ Upgrade release to The Software or any subsequent release covered by this agreement.
- ▼ Free activation codes for damaged, stolen or lost licences.
- ▼ Access to the online Support Portal (<http://support.elecosoft.com>)

▶ WHAT DOESN'T THE CONTRACT COVER?

- ▼ Technical support for unsupported add-ons.
- ▼ Visual Basic for application macros.
- ▼ Macro creation service. (Consultancy service.)
- ▼ TQL/SQL filter writing.
- ▼ Formula creation.
- ▼ Operational and/or technical support for any other software product (including Microsoft Windows, Microsoft Word, Microsoft Excel, Microsoft SQL Server and Oracle).
- ▼ Hardware, network or network operating system support.
- ▼ Remote/VPN connectivity issues.
- ▼ Training issues that can be found in the help file.
- ▼ Configuration of new printers, PCs etc.
- ▼ Programming of any kind.
- ▼ Our Developers' Toolkit.
- ▼ An administration charge will be incurred for licence reactivations required outside of the supported period.

▶ 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:

- Tel: 01844 261609
 Fax: 01844 292336
 Email: support@elecosoft.com
 Website: <http://support.elecosoft.com>

▶ SPEED WITH WHICH QUERIES ARE HANDLED

All incoming support calls are logged and the user will be notified of the reference number allocated to that issue. All support issues will be acknowledged within one hour of receipt. If appropriate, a pre-prepared answer from our Knowledgebase library or Help file will be forwarded to the user.

To ensure the quickest response times the user should email our Technical Support (support@elecosoft.com) with the following information:

- ▼ Supported serial number
- ▼ Contact details (name, company name and phone number etc.).
- ▼ Concise description of the support issue, screen shots and/or project files.

► **SPEED OF CLEARANCE**

We will attempt to answer all queries within 8 working hours of receipt. However, certain issues such as 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 Powerproject projects within 3 working days where possible, provided that no resources outside of the 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.

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.

UPDATES

Updates of the software will be supplied to the user free of charge, provided that the release date of the new version falls within the term of a Support and Upgrade Contract.

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
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 http://support.elecosoft.com