

STANDARD (PAY AS YOU GO) & PRE-PAID SUPPORT PACKAGE **SERVICE LEVEL AGREEMENT**



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To download the most current version, please visit:
www.techhelpdirect.com.au/service-level-agreement

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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Tech Help Direct and the Client for the provisioning of IT services required to support and sustain products or services by means of standard pay as you go (PAYG) support or pre-paid support package. This SLA is not valid for any Managed IT Service Agreements.

This Agreement remains valid until superseded by a revised Agreement mutually endorsed by the stakeholders. This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

This Agreement is not a legally binding contract and legal action may not be taken against Tech Help Direct if the below time frames are not met. They are support measures that Tech Help Direct takes very seriously and forms the basis of everyday operation for clients using our standard PAYG or pre-paid support package services on an hourly basis.

2. Goals & Objectives

The purpose of this Agreement is to communicate the elements and commitments in place to provide consistent IT service support and delivery to the Client(s) by the Service Provider.

The goal of this Agreement is to obtain mutual understanding for IT service provision between the Service Provider(s) and Client(s).

The objectives of this Agreement are to:

- Provide clear reference to service time frames.
- Present a clear, concise and measurable description of service provision to the Client.
- Match perceptions of expected service provision with actual service support and delivery.

3. Stakeholders

The following Service Provider(s) and Client(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Service Provider(s): Tech Help Direct (“Service Provider”)

Client(s): The client/customer requesting IT support (“Client”)

4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum of once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required.

Business Relationship Manager:	Tech Help Direct
Review Period:	Annually (12 months)
Effective Date:	1st January 2017
Next Review Date:	1st January 2018

5. Service Agreement

The following detailed service parameters are the guidelines of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following services are covered by this Agreement;

- Telephone support.
- Email support.
- Remote assistance using TeamViewer or Remote Desktop (Apple or Microsoft).
- Support within business operating hours.
- Support outside of business operating hours.

5.2. Client Requirements

Client responsibilities and/or requirements in support of this Agreement include:

Payment for all support costs at the mandatory or agreed interval subsequent to invoice issuance.
Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Client for all scheduled maintenance.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability. This information is based on the following terms:

Business hours:	Monday to Friday (8.30am to 5.30pm)
Out of office hours:	Monday to Friday (6.30am to 8.30am) Monday to Friday (5.30pm to 10.00pm) Saturday (8.30am to 5.30pm)
Emergency Support:	Monday to Friday (10.00pm to 6.30am) Saturday (12.00am to 8.30am) Saturday (5.30pm to 11.59pm) Sunday (all day) Public Holidays (all day)
Urgent Support:	Urgent Support is considered as a problem that requires urgent attention. In the unlikely event that a technician is not available and previously booked (by another client), their booking will need to be rescheduled to attend to the urgent issue. This will incur additional emergency charges which can be found at: https://www.techhelpdirect.com.au/pricing

6.1. Support Ticketing

Support requests are logged by support tickets within the Tech Help Direct Support Help Desk portal (accessed from website: <https://techhelpdirect.freshdesk.com>). The Client can log tickets to the Service Provider and create an account to monitor and review all submitted tickets and resolutions.

Clients can create support tickets by:

- i. Emailing the request to: support@techhelpdirect.com.au
- ii. Logging in through the help desk portal and logging a ticket.
- iii. If email or internet connection is unavailable, call our office on 1300 622 843.

6.2. Service Availability

Coverage parameters specific to the service(s) covered in this agreement are as follows:

6.2.1 Telephone Support

Support calls received within **business hours** will be attended to as soon as an allocated phone support technician becomes available. Support waiting time will be prioritised based on the level of **urgency** of the support call. The **urgency** of the call is at the technician's discretion, but will be limited to a maximum response time of up to six (6) business hours.

If the call is an **urgent** matter, the client can expect technical assistance within two (2) hours of contact with our phone assistant. Additional fees may apply.

Calls received in **out of office hours** will be forwarded to a voicemail service where the client can record a message stipulating the level of **urgency**. Recorded messages will be directly emailed to the allocated out of office hours technician and the Client will receive a call back based on the **urgency** of the call. **Out of office hours** and **emergency** phone support is not guaranteed in standard PAYG service terms or pre-paid support packages, but rather, are subject to availability of technical staff. Additional service rates apply for **urgent** support in **out of office hours** and **emergency** support.

6.2.2 Email support

Email is monitored within **business hours** where the Client can expect a response within six (6) business hours whilst emailing "support@techhelpdirect.com.au" to generate a support ticket. Priority will be placed on support requests that are ranked as **urgent**. The level of **urgency** is at the discretion of the technician assigned to the support request based on the impact that the issue or outage has on the Client. Additional fees for **urgent** support requests may apply.

Emails received in **out of office hours** will be collected, however no action can be guaranteed until the next business day. If the Client stipulates **urgent** attention to the support request, it is at the assigned technician's discretion whether **out of office hours** support is required. For **urgent** matters, the client should be calling 1300 622 843 to lodge a request or log a "high priority" ticket within the support help desk.

6.2.3 Remote support

Within **business hours**, remote jobs are prioritised based on **urgency** of support. For standard remote support requests, the Client can either schedule a time or wait for the technician to become available and the support request will be attended to as soon as possible within six (6) business hours. If a matter is **urgent within business hours**, we can guarantee support within two (2) business hours of the request. Additional support fees may apply for **urgent** support.

For **urgent** remote support in **out of office hours**, the Client must log a “high priority” support ticket or call 1300 622 843 to leave a phone message, which will be directly emailed to an assigned technician. **Out of office hours** and **emergency** remote support is not guaranteed in standard PAYG service terms or pre-paid support packages, but rather, are subject to availability of technical staff. Additional service rates apply for **urgent** support in **out of office hours** and **emergency** support.

6.2.4 Onsite Assistance

Guaranteed within 48 hours when submitted during **business hours**. If the request is **urgent within business hours**, a technician can be guaranteed onsite within four (4) hours. Additional service fees apply for **urgent** support.

For **urgent** onsite assistance in **out of office hours**, the Client must log a “high priority” support ticket or call 1300 622 843 to leave a phone message, which will be directly emailed to a technician. **Out of office hours** and **emergency** onsite support is not guaranteed in standard PAYG service terms or pre-paid support packages, but rather, are subject to availability of technical staff. Additional service rates apply for **urgent** support in **out of office hours** and **emergency** support.