



Carelink Flexible Support – Service Level Agreement

1. Introduction

Carelink provides a range of technology solutions and services to enable our clients to address their business needs. In many cases our clients wish to arrange for ongoing support for these solutions and services or for existing infrastructure or projects.

This document details the service levels that we provide against our Flexible Support package, identifies our guaranteed response times, our flexible approach and restrictions and notification schedule of which our clients should be aware.

2. Flexible Support description

Carelink Flexible Support is a combination support agreement that provides an agreed number of days of support per annum (commonly 12 or 6, as referenced in your invoice or contract) which may be taken as either onsite support or as remote support and guidance.

Onsite support

This allows clients to request a site visit by one of our support engineers to address issues you have that may not be solved remotely. Typically these are limited to the agreed scope of the solution or service; however we may agree to operate outside of this scope at our discretion.

Onsite support is subject to a minimum half day engagement (travel time will be count towards the time allocated) and we will recharge travel expenses for onsite visits where the trip distance is greater than 30 miles.

Remote support and guidance

This allows clients to request remote support or technical guidance by one of our support engineers. Commonly this is used to address specific technical issues that have arisen, however it may also be used in a consultative format where the client requests advice pre-emptively, for example this might be regarding application configuration.

Remote support and guidance is taken in 1 hour increments.

3. Requesting Support

Support should be requested from our Service Desk using one of the approved methods and via a client contact authorised to raise requests.

Approved methods for requesting support are:

- Email requests to:
support@carelink.co.uk
- Telephone requests to our Service Desk Number:
<this will be provided when you take out an agreement with us>
- Online requests via the “My Carelink” support web site:
<http://servicedesk.carelink.co.uk/>
<Log in details will be provided when you take out an agreement with us>

Availability

Requests may be made at any time (24x7); however responses are restricted to office hours (9:00 am to 5:30 pm Monday to Friday, excluding Bank Holidays). Support requests lodged outside these times will be addressed from the beginning of the next day.

There is the ability to carry days forward to following months. You could mix and match as needed, so you might use half a day onsite and use 4 hours of remote support (or any other combination).

4. Response Times

Our team will respond to requests submitted via the standard support mechanisms (section 3) within 2 hours, during office hours, to initiate issue resolution or guidance associated with your support request. Where an Onsite Support requirement is identified we will work with you to plan attendance at your site. We work on a reasonable endeavours basis with a target of 5 working days maximum; we will attempt to accommodate your timescales as far as practicable.

Reasonable Endeavours

Although we guarantee a certain level of service we will endeavour to respond more quickly than these service levels.

5. Support usage

Carelink Flexible Support is typically arranged based on a number of days per annum and may be called off based on a pro-rata number of days per month, commencing in the first month. For example a 12 day agreement allows for 1 day (8 hours) of support per month to be requested. The assumption is that the support allocation would be used each month; however month's worth of support may be accrued and

carried forward. This restriction is to ensure that our support operation is not exposed to unplanned peaks in demand that we would not be able to service.

Subject to staff availability and demand we may allow additional days to be used against unused support days (either prospectively or retrospectively). Where a client anticipates needing additional support this may be arranged with us; we will attempt to accommodate this within the scope of the Support Agreement by reference to the demands on our support team at that time. The earlier such needs are identified and discussed with us the greater the likelihood that this can be accommodated.

Clients may mix and match the two types of support as needed, so they might use half a day onsite and use 4 hours of remote support (or any other combination) in any given month in the case of a 12 day agreement.

We will maintain a support use log that may be reviewed by the client online. This will detail the quantity of support used during the month and the amount available, including that carried forward.

Version Control

Version	Date	Change	Author
0.1	08 March 2005	First draft	Simon Hudson
0.2	30 June 2005	Second draft	Simon Hudson