



Service Level Agreement

1. Overview

This SLA represents a Service Level Agreement (“S.L.A.” or “SLA”) between Flow Digital Limited (“Service Provider”) and its Customers (“The Customer”) for the provisioning of support services required to support and sustain the product or service where the customer is paying for a support contract.

The objectives of this SLA are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

2. Service Scope

The following Services are covered by this SLA:

- Telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available

3. Customer Responsibilities

The Customer's responsibilities and/or requirements in support of this SLA include:

- Ensure all requests to be logged via an Email to the support desk.
 - The email address for the support desk is **help@flow.co.uk**
 - The telephone number for the support desk is **0191 640 2700**
- Please do not send support requests to individual staff email addresses.
- For critical / high priority issues, requests should be Emailed and then followed up by telephone.
- Ensure payment for all hosting, licensing and support costs have been made at the agreed interval.
- Provide reasonable availability of representative(s) when resolving a service related incident or request.
- Ensure regular backups are taken of any Program files, Scripts and associated data files that are stored on the Customer's own servers that are not managed by the service provider.

4. Service Provider Responsibilities

Service Provider responsibilities in support of this SLA include:

- Meeting response times associated with service related incidents
- Keeping the customer informed of progress of the ticket - in the event of a High priority incident this should be on an hourly basis
- Agreeing an investigation procedure with the Customer
- Providing timescales on the investigation and resolution of the issue wherever possible
- Providing appropriate notifications to Customer for any scheduled maintenance.

5. Service Availability

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

Flow Digital Limited

6-8 Charlotte Square, Newcastle upon Tyne, NE1 4XF

Company Registration No. 08490079. VAT Registration No. 161945105

www.flow.co.uk



Service Level Agreement

Telephone & Email Support 09:00 - 17:00 GMT Monday – Friday (Excluding bank holidays)

5.1 Out of hours

The Service Provider will not provide an out of hours support service and calls or emails received outside normal working hours will go to an answering service and a ticket will automatically be raised in our support desk. No action is guaranteed until the next working day within the SLA.

6. Service Requests

In support of services outlined in this SLA, the Service Provider will classify and respond to service related incidents and/or requests submitted by customers within the following time frames:

Status	Response Time
High Priority	4 Hours
Medium Priority	48 Hours
Low Priority	5 Working days

Remote desktop assistance may be provided if our technician deems it necessary and in-line with the the priority of the support request. Please note that due to the nature of integration between multiple IT systems it is not possible to offer a guaranteed resolution time.

6.1 Classification of service requests

High Priority

- **Loss of business** e.g. Website down, data issues or errors
- **System Down** - Web server or services are not responding
- **Staffing** - Issue is causing a critical problem in business e.g. Production has stopped / Staff are unable to work due to the issue.
- **Power outage** - A power outage that has caused a catastrophic failure of the integration

Medium Priority

- **Data issues** - data transfer issues that is not immediately affecting business and software is still operating.
- **3rd party Breaking changes** - Changes in a third party system or platform which cause breaking changes requiring an amendments to a workflow or script
- **Additions or Changes** - any amendments or modifications to an existing workflow

Low Priority

- **Design or Styling** - Small issues with the design or styling of the web site.
- **Installing Software** - Scheduled installation of software platform on a new or existing server
- **Minor changes** - Simple requests such as changing the scheduled run time of a workflow

6.2 Billable service requests

The following service requests will be billable at the rate of £90+VAT per hour.

- Installation or reinstallation of any software and restoring scripts and databases on a new or an existing server software due to an upgrade or hardware failure.

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- 3rd party breaking changes - if a 3rd party system (e.g. Ecommerce site) has been upgraded or changed causing breaking changes that require the Service Provider to make physical changes to a workflow or script
- Flooding, Hacking, Power outages or other catastrophic failures that are outside the control of the Service Provider
- Additions, changes or modifications to the system e.g. adding new or amending existing functionality.

7. Troubleshooting

In order to provide a rapid resolution to issues the service providers team will require as much detail as possible when a ticket is sent. The following areas should be checked and our team informed of any changes that you are immediately aware of.

- Has any integrated software been re-installed, upgraded or changed
- Have any on-site servers been upgraded, restored or recently patched
- Have any remote or cloud based servers been upgraded, restored or recently patched
- Have any File permissions been changed or modified in any way
- Are all security certificates in date and not expired.

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