

Standards Digital Support Services Policy

This policy was last updated on Jan 31, 2023.

This Standards Digital Support Services Policy applies to the services and the support provided by Standards Digital (SD) as part of the Services acquired under the Agreement.

1. Service Availability

Standards Digital will make reasonable commercial efforts to make the Services available 99% x 24h x 6.5d x 52w (includes planned downtime for regular maintenance).

SD Operations perform 24/7 pro-active monitoring of all SaaS solutions.

2. Support Levels

Customer Support is provided in English only and separated in to 4 distinct layers

Self-Service Support – Standards Digital Service Desk

- First port of call
- Provides fast answers to common questions
- Provides proven solutions to common problems
- Regularly updated

First Line Support – Standards Digital Customer Support

- Receives communications from users regarding problems they are experiencing
- Logs problems in the incident management system
- Attempts to resolve the problem
- Escalates the problem to Second Line Support where necessary

Second Line Support – Standards Digital Technical Operations Support

- 24/7 system monitoring + runbook for restoration of services
- Receives escalated incidents from First Line Support
- Updates incident records in the incident management system with actions taken
- Attempts to resolve the incident
- Escalates to the Third Line Support where necessary

Third Line Support – Standards Digital Application Support

- Receives escalated incident from Second Line Support
- Investigates issues, develops fixes and workarounds

Customers are encouraged to use the Self-Service Support first, since it is available to all Customers free of charge and provides high-quality answers which may be faster than contacting Support.



3. Customer Process to Access Support

Customers are required to establish and maintain processes as necessary to ensure that they have sufficient training and local support in the use of the deliverable(s) as applicable to their business.

If after reasonable efforts the Customer is unable to diagnose or resolve a problem, a customer's designated support contact may contact Standards Digital's First Line Support team for assistance.

A customers' designated support contact may contact Standards Digital Support via the Standards Digital Service Desk.

Customers' designated support contacts must be knowledgeable about the Standards Digital Services and their technical environment in order to work with Standards Digital to analyse and resolve Support Requests. They are responsible for engaging Standards Digital customer support and monitoring the resolution of Support Requests and escalated support issues.

It is in everyone's interest to ensure smooth running of operations, and Standards Digital may review service requests logged by the designated support contacts and to recommend specific training and/or process changes to help prevent recurring support issues.

Important: All levels of Customer Support are provided in English language only

4. Standards Digital Support Services

Standards Digital Support Services consists of:

- Self-Service Support
- First, Second and Third line support described above
- Program updates, fixes, security alerts, and critical patch updates
- General maintenance releases, selected functionality releases, and documentation updates
- Standards Digital Customer Support Manager for problem escalation during normal business hours

5. Standards Digital Support Channels

Customer designated support contacts may contact Standards Digital for Support via the following channels:

- Standards Digital Service Desk: <https://standardsdigital.atlassian.net/servicedesk/>
- Standards Digital Support line (for Store customers only)

Standards Digital is committed to responding to all Support Requests. Requests and issues can be logged with Standards Digital on a 24 hour per day, 7 days per week, 365 days per year basis via the Standards Digital Service Desk.

The Standards Digital Service Desk is monitored from 8am-5pm CET (excluding weekends and public holidays).

A dedicated support phone number is available from 8am-11pm CET, 365 days a year, for SD Store customers' designated support contacts to report severity 1 incidents.

Standards Digital does not guarantee resolution times, and a resolution may consist of a fix, workaround or other solution Standards Digital deems reasonable.

For all support requests received through the Standards Digital Service Desk, the Standards Digital First Line Support analyst will initially assess the impact and urgency (and therefore resulting severity) of the issue.

Standards Digital will use reasonable efforts to meet the target response times stated in the table below.

Severity		Description	Target Response
1	A. Critical	Error that results in the stoppage of the software, loss of data, or in other functions that, based on an objective assessment, are of critical importance to the Customer not working as agreed.	2 hours
2	B. High	Error that results in functions that, based on an objective assessment, are of importance to the Customer not working as described in the agreement, and which it is time-consuming and costly to work around.	4 hours
3	C. Medium	Error that results in individual functions not working as intended, but which can be worked around with relative ease by the Customer.	8 hours
4	D. Inquiry	Inquiries about routine technical issues; information requests on application capabilities; navigation, installation, or configuration	16 hours

Target response times include European business hours (CET) only and exclude weekends and public holidays.

6. Error Handling / Bug Fixes

- The Customer shall report any errors without undue delay. Standards Digital shall assist with identifying and rectifying errors
- Issues rated as Critical, and High will be resolved and deployed into production as soon as is commercially reasonable
- Issues rated as Medium and below will be prioritised relative to and released with the usual update schedule
- Standards Digital shall not be liable for, nor obliged to fix any errors/bugs reported by Customers, that are not directly linked to a deliverable delivered to the Customer under an approved SOW or Order form

7. Upgrade/Downgrade of Severity Level

If, during the Support Request process, the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact on the production operation of the SaaS offering, then the severity level will be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact. Standards Digital will endeavour to reach agreement with the impacted customer(s), but ultimately have final say for setting issue severity levels.

8. Escalation

Customer may escalate an incident which has previously been reported to the Standards Digital Support team and where progress is not visible or satisfactory. The escalation path is: **1. Customer Support Management 2. Top level Senior Leadership**. The escalation will be managed by the active Customer Support agent. The first level Client Support management will review the progress on the incident and feed back to the Customer on the action taken

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