

Service Specific Conditions

IT Support and Maintenance Services

December 2023

1. Purpose

The purpose of these Service Specific Conditions is to set out the Company's specific levels of support for the applicable Supported IT Equipment where specified on the Order Form. This Service Specific Conditions must be read in conjunction with the Order Form and the Virtual IT Support Terms & Conditions for the provision of IT Support and Maintenance Services available at www.virtualitsupport.co.uk/terms-and-conditions/

2. Hours of Support

IT Support and Maintenance Services will be performed within Normal Working Hours. Work completed outside these hours will be subject to additional charges, unless an extended Out of Hours Support Contract is in place agreed on an individual customer basis and expressly stated as such on the relevant Order Form.

3. IT Support and Maintenance Services

Details of what is covered in terms of Supported IT Equipment and Support Levels shall be as stated on the Order Form. The following services and devices are not covered by the IT Support and Maintenance Services:

- Ancillary devices whether or not supplied by the Company;
- Third party software; and
- Any network services.

4. Prioritisation

The Company prioritises all requests according to their impact and urgency to seek to ensure that appropriate response times to the incident service requests it receives are easily identifiable. Incidents with a large impact or problems that prevent a section of a business from performing its work completely are given a higher priority than other incidents or requests, for example, those affecting a single individual or affecting a less important function.

In some cases, the incident may take longer to resolve than desired and the Company's support team will endeavour to ensure that customers are informed of the incident status. In all cases, the support team will notify the Customer (or agreed representative) when the issue has been resolved and will only close the call the IT Support and Maintenance Services are completed.

Priority 1 (P1) – Incidents where there is a total equipment or service failure or failure of a component that renders the complete service unusable in one or more sites. (Class = Major Incident)

Priority 2 (P2) – Incidents that reduce the level of functionality or performance of the services across 1 or more sites. (Class = Significant Incident)

Priority 3 (P3) – Incidents that affect a single user or component that has a limited effect on the rest of the system. No disruption to service. (Class = Minor Incident)

Severity	Initial response	Update interval	Maximum target resolution	Typical resolution time
Priority 1	1 Normal Working Hour	1 Normal Working Hour	4 Normal Working Hour	2 Normal Working Hours
Priority 2	4 Normal Working Hours	4 Normal Working Hours	2 Business Days	1 Business day
Priority 3	4 Normal Working Hours	8 Normal Working Hours	5 Business Days	2 Business Days

5. Escalation Path

If you feel that a fault is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please feel free to contact the Service Desk Manager; quote the relevant ticket number and state the reasons to why you believe the ticket should be escalated.

6. Complaints

All complaints related to logged support incidents should, in the first instance, be directed to the Sales Director. The complaint will be investigated and actioned, if necessary, escalated to the respective Director responsible for the delivery of that service.

7. Support Levels (IT Only)

The table below sets out the inclusions between the different levels of support available to IT support customers. The support enjoyed by the Customer for an individual piece of Supported IT Equipment shall be as stated on the Order Form:

Support level	Premier	Elite	Premier Plus	Elite Plus
All remote support and telephone support included in Normal Working Hours	✓	✓	✓	✓
Remote server monitoring	✓	✓	✓	✓
All on-site support included in Normal Working Hours		✓		✓
On-site support will be charged at published hourly rate	✓		✓	
Travel/hotel/subsistence will be charged at cost	✓	✓	✓	✓
Minor enhancements included (i.e. set up new users, install software)			✓	✓

8. Additional Supported IT Equipment

During the term of the contract, should the Customer wish to increase the amount of Supported IT Equipment, such additional requirements shall be subject to a separate Order Form and Contract..