

Your Technology Partner

Serif Systems Ltd. Archbold House, Albert Road, Morley, Leeds LS27 8TT

Company Reg No: 2926218 VAT No: 613 4994 30

IT (Maintenance) Support Service Levels

Serif Systems Ltd

Company Registration No. 2926218 Registered 5th May 1994

Registered address:

7 Archbold House, Albert Road, Morley LS27 8TT

Tel: 0113 238 1590 - Email: support@serif.net - Support Helpdesk

See below your dedicated team that will provide you with your required level of on-going support.

A) Business Hours

Incident type	Primary Contact	Secondary Contact	Response time
Critical	Support Helpdesk	Office Admin	Immediate
			Acknowledgement
e.g. server		Work:	
down,		0113 238 1590	Response within
financially			1 business hour.
impacting		email: <u>support@serif.net</u>	Pertinent Engineer
functional			Response within 24
error			Hours (By reported
			time on following
			business day)
Non Critical	Support Helpdesk	Office Admin	Immediate
			Acknowledgement
e.g. minor		Work:	
software		0113 238 1590	Response within
issue etc.			2 business hours.
		email: <u>support@serif.net</u>	Pertinent Engineer
			Response within 24
			Hours (By reported
			time on following
			business day)

B) Non Business Hours

Incident type	Primary Contact	Response time	
Critical	Support Helpdesk	Immediate Acknowledgement	
e.g. server		Response within 1 business hour.	
down		Pertinent Engineer Response within 24 Hours (By	
		reported time on following business day)	