

onecom

SupportPAK Service Terms

1. General

These SupportPAK Service Terms should be read in conjunction with all other terms of the Contract.

2. Definitions and interpretation

2.1 Terms defined elsewhere in the Contract shall have the same meaning in these SupportPAK Service Terms. The following definitions shall also apply.

IT System	the Customer's computers, network, software, server instances and any other IT equipment located at a Site
Live Chat	Onecom's live chat service, which can be accessed by visiting https://www.onecom.co.uk/contact/ (or any other online address that Onecom advises the Customer of)
Minimum Standards	the minimum requirements of the Customer's IT System as communicated to the Customer by Onecom from time to time
Minimum Order Requirements	a minimum of 10 SupportPAK Hours and in increments of 10 SupportPAK Hours thereafter
Portal	the online portal at https://Onecom.myportallogin.co.uk (or any other online address that Onecom advises the Customer of)
Service Levels	the Support Request response times referred to in the table set out in clause 7.6
Standard Support Hours	8am to 6pm UK time on a Business Day
SupportPAK Hours	the pre-paid hours of Support Services purchased by the Customer in accordance with the terms of the Contract
Support Request	a request made by the Customer for Support Services in accordance with clause 7
Support Services	the IT support services provided by Onecom to the Customer in connection with the Customer's IT System as further detailed in clause 4.1

2.2 The rules of interpretation set out in the General Terms apply to these SupportPAK Service Terms.

3. Support Services

3.1 Subject to the terms of the Contract, Onecom shall provide the Support Services to the Authorised Contacts during the Standard Support Hours for the number of SupportPAK Hours purchased by the Customer.

3.2 The Support Services shall be provided on a remote, off-site basis (such as over the telephone or by e-mail).

3.3 The provision of the Support Services outside the Standard Support Hours or at a Site shall be charged for at the applicable time and materials rates as detailed in a quotation provided by Onecom, and acceptance of such quotation shall constitute an Order.

3.4 To enable Onecom to provide the Support Services, the Customer's IT System must meet the Minimum Standards.

4. Support Services

4.1 The Customer may use SupportPAK hours in relation to the following Support Services:

- 4.1.1 PC management/help desk;
- 4.1.2 printer management;
- 4.1.3 network management;
- 4.1.4 server management;
- 4.1.5 new hardware installation; and
- 4.1.6 new software installation.

5. SupportPAK Hours

- 5.1 Each Order for SupportPAK Services shall meet the Minimum Order Requirements.
- 5.2 SupportPAK Hours shall be valid for 12 months from (and including) the Effective Date, after which they shall automatically expire without notice.
- 5.3 The Supplier shall ensure that every individual whom it engages on the Support Services completes time sheets to record time spent on the Support Services.
- 5.4 A report detailing the SupportPAK Hours used and/or remaining shall be available to the Customer upon request.

6. Charges

- 6.1 Onecom shall invoice the Customer for the Charges on or at any time after an Order and payment shall be made by the Customer in advance and in full.
- 6.2 Onecom may review the Charges in connection with the SupportPAK Services at any time, but any increase shall not impact existing Orders.

7. Support Requests

- 7.1 The Customer may request Support Services by way of a Support Request and Onecom shall use reasonable endeavours to respond to a Support Request in accordance with the Service Levels.
- 7.2 Subject to clause 7.3, the Customer may make a Support Request:
 - 7.2.1 by telephoning 03300 888 999 (or such other telephone number that Onecom advises the Customer of);
 - 7.2.2 by emailing ITMSServiceDesk@onecom.co.uk (or such other email address that Onecom advises the Customer of);
 - 7.2.3 via Live Chat; or

7.2.4 via the Portal.

7.3 A Priority 1 Support Request (as described in the table at clause 7.6) shall be logged via telephone only.

7.4 When making a Support Request, the Customer shall provide to Onecom as much information as is reasonably available in the circumstances, including but not limited to the following:

7.4.1 the reporter's name and telephone number;

7.4.2 the full address (including postcode) of the applicable Site;

7.4.3 a description as to the support required, for example details as to any error messages received and any action taken to diagnose or resolve any fault before making the Support Request; and

7.4.4 such other information, assistance, data and other access to information or to the Site as are reasonably necessary to assist Onecom in responding to the Support Request.

7.5 Following a Support Request, Onecom shall allocate it with a priority in line with the following criteria based on its reasonable assessment of the severity level.

Priority Level	Description
Priority 1	Complete system failure, network down, total loss of functionality of the IT System
Priority 2	Partial outage, severe limitation to Customer's operation or partial loss of system functionality. Production is capable but business is severely impacted
Priority 3	Certain non-essential features of the IT System are impaired while most major components of the IT System remain functional.
Priority 4	Errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the IT System.

7.6 Onecom shall use reasonable endeavours to respond to a Support Request within the response time targets set out in the table below.

Action	Response Time Target
Priority 1	1 Business Hour
Priority 2	2 Business Hours
Priority 3	4 Business Hours
Priority 4	10 Business Hours

7.7 A response by Onecom to a Support Request shall include an acknowledgement of the Support Request and may include a request for other information reasonably required to progress with the response to the Support Request.

8. Customer's obligations

8.1 The Customer shall:

8.1.1 be responsible for ensuring that the IT System meets the Minimum Standards in all respects at all times during the term of the Contract;

8.1.2 provide Onecom with administrator-level access to the IT System in order to supply the Support Services; and

8.1.3 authorise Onecom to deal with its third-party suppliers on its behalf to the extent reasonably required by Onecom in order to supply the Support Services.



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