

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 in the Conditions shall have the same meaning in these SupportPAK Service Terms. The following definitions shall also apply.

<b>Core Support Service</b>	shall have the meaning given to it in the Core Support Service Terms
<b>IT System</b>	the Customer's computers, network, software, server instances and any other IT equipment located at the Customer's premises
<b>Live Chat</b>	Onecom's live chat service, which can be accessed by visiting <a href="https://www.onecom.co.uk/contact/">https://www.onecom.co.uk/contact/</a> (or any other online address that Onecom advises the Customer of)
<b>Minimum Order Requirements</b>	a minimum of 10 SupportPAK Hours and in increments of 10 SupportPAK Hours thereafter
<b>Minimum Standards</b>	the minimum requirements of the Supported Equipment and Supported Software as communicated to the Customer by Onecom from time to time
<b>Portal</b>	the online portal at <a href="https://Onecom.myportallogin.co.uk">https://Onecom.myportallogin.co.uk</a> (or any other online address that Onecom advises the Customer of)
<b>Standard Support Hours</b>	8am to 6pm UK time on a Business Day
<b>Supported Equipment</b>	the Customer's computers, network, server instances and such other items at one or more Sites, which Onecom agrees to support and/or maintain, as part of the Core Support Service as updated from time to time
<b>Supported Software</b>	together: <ol style="list-style-type: none"> <li>(a) the software licenced to the Customer pursuant to the Contract or any other contract between Onecom and the Customer; and</li> <li>(b) any other software which Onecom agrees to support and/or maintain, as part of the Core Support Service as updated from time to time</li> </ol>
<b>SupportPAK Hours</b>	the pre-paid hours of SupportPAK Services purchased by the Customer
<b>SupportPAK Services</b>	the support and maintenance provided to the Customer by Onecom in connection with the Supported Equipment and/or Supported Software (which does not fall within the scope of the Core Support Service) as agreed by Onecom from time to time
<b>Support Request</b>	a request made by the Customer for SupportPAK Services in accordance with paragraph 6

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

### **3. SupportPAK Services**

- 3.1 In the event Onecom provides Core Support Services to the Customer, the Customer may purchase SupportPAK Services.
- 3.2 Subject to the terms of the Contract, Onecom shall provide the SupportPAK Services to the Authorised Contacts during the Standard Support Hours for the number of SupportPAK Hours purchased by the Customer.
- 3.3 Unless otherwise agreed by Onecom, the SupportPAK Services shall be provided on a remote, off-site basis (such as over the telephone or by e-mail).
- 3.4 The provision of the SupportPAK 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.

### **4. SupportPAK Hours**

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

### **5. Charges**

- 5.1 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.
- 5.2 Onecom may review the Charges in connection with the SupportPAK Services at any time, but any such increase shall not impact an existing Order.

### **6. Support Request**

- 6.1 The Customer may request SupportPAK Services by way of a Support Request.
- 6.2 The Customer may make a Support Request:
  - 6.2.1 by telephoning 03300 888 999 (or such other telephone number that Onecom advises the Customer of);
  - 6.2.2 by emailing ITMSServiceDesk@onecom.co.uk (or such other email address that Onecom advises the Customer of);
  - 6.2.3 via Live Chat; or
  - 6.2.4 via the Portal.
- 6.3 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:
  - 6.3.1 the reporter's name and telephone number;
  - 6.3.2 the full address (including postcode) of the applicable Site;

- 6.3.3 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
- 6.3.4 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. Customer's obligations**

### 7.1 The Customer shall:

- 7.1.1 be responsible for ensuring that the Supported Equipment and Supported Software meets the Minimum Standards in all respects at all times during the term of the Contract;
- 7.1.2 provide Onecom with administrator-level access to the IT System and/or Supported Equipment and Supported Software at all times in order to supply the Core Support Service; and
- 7.1.3 authorise Onecom to deal with its third-party suppliers on its behalf to the extent reasonably required by Onecom in order to supply the Core Support Service.