



Support and Services

General

- 1 The Supplier's aim is for the service to be available 24 hours a day 7 days a week. The Services may not be available during these hours because of matters beyond the Supplier's control or for essential maintenance work. If possible, the Customer will be notified of any planned system unavailability.

Customer Support Service

TMS will provide the following customer support services: -

Customer Support Help Desk – 07:00 to 17:00, Monday to Friday UK local time (GMT or BST as applicable) not including UK Bank Holidays.

TMS will provide help desk services to respond to customer service and technical questions and enquiries. The staff will be knowledgeable personnel with appropriate technical and communication skills. They will assist the Customer in resolving product or service issues and to impart necessary knowledge or understanding related to the system. Such individuals shall be contactable via the appropriate telephone numbers and email addresses.

The appropriate contact details for all support communications are as follows:

Telephone 01159 206762
E-mail Support@tmsanalysis.co.uk

The following information will be required when reporting an incident to the help desk.

- A) Customer contact name and contact details (telephone number and e-mail address)
- B) Short descriptions of the problem

TMS will provide the Customer with an acknowledgement once the incident/problem/change request has been logged/received.

TMS will provide further updates to the customer on any progress made on previously reported issue.

Upon successful resolution of the incident/problem/change request, TMS will notify the Customer via e-mail and the query will be closed.

Faults, Priorities & Responses

For prioritising and escalating TMS faults, faults will be categorised as Critical, Severe or Degraded as set out in the table below.

Classification	Criteria
Level 1 (Critical)	A problem in the operation of services and the system is unavailable for use or access by a permitted user. No immediate workaround is available.
Level 2 (Severe)	A problem which causes performance issues, adversely affecting the normal operations but there may be a temporary workaround.
Level 3 (Degraded)	A problem which does not have an immediate adverse impact on normal operations.

The target time for TMS to respond to all faults is outlined below, the target time being from receipt and logging of fault notification. TMS will update the Customer until a solution is found.

Classification	Resolution Time
Level 1 (Critical)	Within 1-2 business days.
Level 2 (Severe)	Within 5 business days
Level 3 (Degraded)	Reasonable & agreeable timescale with customer

TMS shall target a service level of meeting the target resolution time in 95% of the cases.

If TMS fails to meet its target service level for two consecutive months, the Customer will be provided with a written action plan with respect to correcting or avoiding future failures. Should the Customer be dissatisfied with the proposed action plan or should TMS fail to achieve the target service level for a third consecutive month, both parties shall meet to discuss the causes of the failures and validity of the target service level.