

Clearswift Service Description
Issue Date: May 2013

THIS SERVICE DESCRIPTION FORMS PART OF THE CLEARSWIFT STANDARD SUPPORT AGREEMENT (THE "AGREEMENT") AND IS INCORPORATED THEREIN BY REFERENCE. ALL TERMS AND DEFINITIONS OF THE AGREEMENT SHALL APPLY TO THIS SERVICE DESCRIPTION AND VICE VERSA. THIS SERVICE DESCRIPTION SHALL COMMENCE WHEN THE AGREEMENT COMMENCES AND SHALL TERMINATE WHEN THE AGREEMENT TERMINATES OR EXPIRES. CLEARSWIFT RESERVES THE RIGHT TO AMEND THIS SERVICE DESCRIPTION FROM TIME TO TIME AND THE TERMS OF SUCH AMENDED SERVICE DESCRIPTION SHALL TAKE EFFECT FROM THE DATE WHEN THE AGREEMENT COMMENCES OR IS RENEWED. ANY REVISIONS SHALL BE INDICATED BY A CHANGE IN THE ISSUE DATE AND THE VERSION CONTAINING THE MOST RECENT ISSUE DATE SHALL BE THE THEN CURRENT SERVICE DESCRIPTION.

1. Incident Categories

The following table sets out the categories that will be assigned to each Incident.

Category	Definition
1 Critical	System functionality is completely unavailable or inaccessible. The situation requires immediate attention. Example scenarios; <ul style="list-style-type: none"> All services unavailable on a single platform - total loss of service Services unavailable to a multitude of platforms Suspected security breach
2 High	System functionality is severely limited, resulting in the prevention of key operations. With no available workaround, the situation requires urgent attention. Example scenarios; <ul style="list-style-type: none"> Single service unavailable Loss of platform / network resilience Backup failure Significant degradation of service / performance
3 Major	The system is impaired, a single function is impacted but key business processes are not interrupted. Example scenarios; <ul style="list-style-type: none"> Minor degradation of system performance Single user fault
4 Minor	The problem causes minimal operational or business impact, a general technical question or enhancement request. Example scenarios; <ul style="list-style-type: none"> Minor issue with no impact to service Documentation error Technical/Product query Enhancement request

If an Incident relates to Customer's deployment of a Patch, Enhancement, Upgrade or Workaround, then Clearswift may require that the Customer rolls-back to their original deployment, prior to deploying such Patch, Enhancement, Upgrade or Workaround. Such roll-back may be deemed to be the Workaround for such an Incident.

2. Service Target Levels

2.1 Clearswift will endeavor to respond to requests for support in accordance with the following milestones and targets.

Milestone	Description
Response	Initialization of the Support process, through engagement with the customer to progress information gathering, analysis or issue replication.
Resolution	Provision of a solution to an Incident or problem, either by employing a temporary fix, an answer or a technique that provides a solution to the reported problem.
Hot Fix	Return of the user experience to the normal or expected status through implementation of a code change that resolves the Incident or Problem.

Service Targets per Milestone

Severity	Response	Resolution	Hot Fix
1 Critical	1 Service Hour	24 Service Hours	5 Business Days
2 High	2 Service Hours	48 Service Hours	10 Business Days
3 Major	24 Service Hours	5 Business Days	n/a
4 Minor	48 Service Hours	10 Business Days	n/a

Timescales:

All time-scales are measured from original time and date of the Incident report, unless otherwise specified. Clearswift shall monitor performance against response and resolution time-scales and shall report on the percentage of Incidents where these time-scales are achieved within the respective target. Clearswift aim to achieve 90% compliance against these stated targets.

Note: Where Clearswift has requested additional information from Customer, the time periods where Clearswift are awaiting a response from Customer's Technical Contact will be deducted from the measurement of Service Level Targets (SLTs).

2.2 Hardware Services

2.2.1 Clearswift will determine, as soon as is reasonably possible after Clearswift has responded in accordance with clause 2.1.2, if the Incident is a Hardware Incident or a Software Incident.

2.2.2 Once Clearswift has determined and confirmed that the Incident is a Hardware Incident, Clearswift shall, depending on Customer's applicable current Hardware support agreement endeavour to ensure that either an engineer attends the Customer's nominated site or contacts the Customer in accordance with the terms of the relevant manufacturer Hardware support agreement. All Hardware Incidents shall be responded to by the relevant manufacturer in accordance with the current applicable manufacturer Hardware support agreement.

2.2.3 Clearswift shall purchase the applicable Hardware support agreement from the manufacturer on the terms applicable to that agreement from the manufacturer as a third party support provider.

2.2.4 In the event that Customer contacts the hardware vendor/ manufacturer directly, Clearswift cannot accept any responsibility or liability for the performance of such hardware vendor under any circumstances.

2.2.5 Information on Hardware support provided by the relevant manufacturers can be found at www.clearswift.com/hardwaresupport

3. Service Hours

3.1 For 24x7 support Service Hours are 24 hours a day 365 days a year. Clearswift may nominate up to 6 days a year as days when no support Services will be provided.

3.2 Support may be provided by Clearswift offices in multiple locations worldwide depending on timing of Customers Initial Call and length of time taken to resolve the Incident.

4. Help Desk

Support Portal: support.clearswift.com/portal

Telephone Numbers:	EMEA	+44 (0)118 903 8200
	EMEA – Germany	0800 1800 556
	USA/ Americas	+1-856-359-2170
	Australia/Pacific	+61 2 9424 1210
	Japan	+66 33 812 501

Email address: support@clearswift.com