

This Standard Support Schedule will apply in addition to the General Terms, the Product Terms and any applicable Additional Terms. Any definition not provided in this Schedule shall have the same meaning as set out elsewhere in the Agreement.

**1. DEFINITIONS**

- 1.1. The following definitions apply to this Standard Support Schedule:
  - “**Helpdesk**” means the helpdesk facility provided by GBG to handle enquiries and administration for the Service.
  - “**Planned Maintenance**” means any work planned in advance to be carried out by GBG or on GBG’s behalf that may cause the Service to be temporarily suspended.
  - “**Portal**” means the front-end web interface of the product that enables Users to gain to access the Service.
  - “**Target Times**” shall mean the target timescales listed in clauses 3.7 in which GBG aims to respond or resolve incidents reported in accordance with this Standard Support Schedule.
  - “**Working Day**” means Monday to Friday (including Public and Bank Holidays in England but excluding Christmas Day).
  - “**Working Hours**” means the working hours in a Working Day being 0800 to 2000.

**2. ACCESS TO THE SERVICE**

- 2.1. The Service is accessed via the Portal through a desktop web browser. The latest versions of Microsoft IE, Chrome and Safari are supported by the product. The URL is as directed by your GBG account manager.
- 2.2. The Customer will appoint a System Administrator to request and/or approve access requests to the Service. GBG will email Users directly with their system credentials once approved.

**3. STANDARD SUPPORT SERVICE**

- 3.1. Day-to-Day System Administration: GBG will perform routine system administration of the Service, including server, network and security monitoring.
- 3.2. Service Management: The Service is provided 24 hours a day, 365 days per year. GBG will respond to faults GBG detects or which the Customer reports to GBG as set out in paragraph 3.4 blow.
- 3.3. Scheduled Service Time: The Service is provided on a resilient platform enabling GBG to offer a high level of service which is scheduled to be available 24 hours per day, 7 days per week, and 365 days per year. The Service has a target of 98.5% availability within any calendar month. This target excludes all periods of Planned Maintenance or any emergency maintenance or updates. GBG will use reasonable endeavours to meet and exceed this target. However, the Customer recognises and accepts that the Service is dependent upon third parties who are not in GBG’s reasonable control and therefore this remains a target only.
- 3.4. Planned Maintenance: From time to time, GBG may need to schedule maintenance of the Service. GBG will endeavour to conduct Planned Maintenance at a time that reduces the impact on the availability of the Service. Where possible, Planned Maintenance will be conducted during low usage periods. If GBG is required to suspend the Service for Planned Maintenance GBG shall give the Customer as much advance notice as is practicable.
- 3.5. Helpdesk: GBG will provide the Customer with the contact numbers and email address of designated contact points, which will be the Customer’s contact points for placing orders, reporting faults and making inquiries relating to the Service. The Customer can use the numbers to contact GBG to report faults 24 hours a day, 365 days a year (although the Helpdesk will only be manned during Working Hours) and to order services or make enquiries during Working Hours.
- 3.6. Fault reporting and Fault repair:
  - (a) Any faults in the Service need to be notified to GBG’s Helpdesk via the Customer’s System Administrator. The Customer will need to use the reporting procedures GBG requires it to use from time to time.
  - (b) If the Customer reports a fault in the Service or makes a request for assistance, GBG will undertake an initial assessment, provide a fault reference and discuss and agree with the Customer a priority level.
- 3.7. Service Restoration: Each of the priorities has the following associated Target Times:

Service Level	Target Times	Impact	Progress Updates
Priority 1 faults	80% of faults cleared within 4 hours of GBG’s acknowledgement of the fault.	The Service is not operational or is inaccessible.	1 hourly basis or as otherwise agreed during Working Hours.
Priority 2 faults	80% of faults cleared by the end of the next Working Day of GBG’s acknowledgement of the fault	Service is degraded, a marked increase in time to access the Service.  A problem causing significant reduction in functionality.	On an 8-hourly basis during Working Hours.
Priority 3 faults	80% of faults cleared within 5 Working Days of GBG’s acknowledgement of the fault.	The Service is experiencing minor problems but is functioning substantially.	Every 3 days during Working Hours

Priority 4 faults	Fix available in the next release of the software	Minor problem with the Service but does not impact the Customer's use of the Service.	On resolution of the fault or problem during Working Hours
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- 3.8. Disclaimer. GBG will use reasonable endeavours to resolve any incident or fault within the appropriate Target Time, but the Customer recognises and accepts that GBG may need to resolve issues with a Data Supplier, which could involve work being carried out outside of Working Hours to accommodate for time zone differences and the Target Time remains a target only.
- 3.9. Outside of Working Hours. Outside of Working Hours, the Target Times will begin on the start of Working Hours on the next Working Day. With the exception of Priority 1 faults, all other priorities which cannot be resolved by the Helpdesk by the end of Working Hours on the Working Day that GBG acknowledges them will be put on hold until the start of Working Hours on the next Working Day.