

# Standard Support Services

## Loqate Web Services



This Standard Support Schedule will apply to the Loqate Web Services (Capture and/or Verify) in addition to the General Terms, the Product Terms, the Premium Support services (if applicable and as set out in the Order Form) 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 Schedule:

**“Business Hours”** means the working hours being 0900 – 1730 (in the country in which the Customer is based) on a Business Day.

**“Customer Support”** means the customer support 'helpdesk' facility which GBG provides to handle enquiries and administration for the Service.

**“Customer Support Hours”** means 24 hours a day on Business Days in the region in which the Customer Support function is based (Customers will be issued with Customer Support contact information local to their region). For Customers local to the EMEA-based Customer Support facility, the Customer Support facility will also be available on weekends and public holidays (excluding Christmas Day), between 8am to 8pm (GMT).

**“Fault”** means any failure of the Service to operate in all material respects in accordance with the Agreement, including any failure or error with the Service referred to in the table at clause 10.1(b) of this Schedule.

**“Planned Maintenance”** means any work planned to be carried out by GBG or on GBG's behalf that may cause the Service to be suspended.

**“Portal”** means the front-end interface onto the Web Service Interface which allows a manual interaction with Services such as address lookup to be carried out.

**“Target Resolution Times”** means the target timescales listed in clause 3.5 in which GBG aims to resolve incidents reported in accordance with this Standard Support Schedule.

**“User Guide”** means the user guide provided by GBG for use with the Service from time to time.

**“Web Service Interface”** means the programmatic interface through which Customer Data is passed by the Customer to the Service or the Service passes Supplier Data to the Customer.

### 2. ACCESS TO THE SERVICE

2.1. The Service is accessed either from a web browser or by directly utilising the Web Service interface. If accessing via the internet, the URL is as directed by your GBG Account Manager.

2.2. Secure login procedures (username and password) are required to access the Service either via the Internet or via the Web Services Interface and are detailed in the User Guide.

2.3. GBG will email the System Administrator with a username and password required to access the Service.

2.4. The System Administrator account which is accessed via the Portal will enable the System Administrator to create and edit Authorised Users.

### 3. STANDARD SUPPORT SERVICES

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 below.

3.3. Customer Support: 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 GBG Customer Support function will only be manned during Customer Support Hours) and to order services or make enquiries during Business Hours.

3.4. Fault Reporting and Fault repair:

(a) Any Faults in the Service need to be notified to GBG's Customer Support via the System Administrator or any reporting procedures GBG requires the Customer 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.

3.5. Service Restoration: Each of the priorities has the following associated Target Resolution Times:

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Priority Level	Description	Progress Updates	Target Resolution Times
Priority 1 (P1)	The Service is not operational or is inaccessible.	1 hourly basis at all times.	80% cleared within 4 hours of GBG's acknowledgement of the Fault.
Priority 2 (P2)	Service is degraded, a marked increase in time to access the Service.  A problem causing significant reduction in functionality.	2 hourly basis during Business Hours.	80% cleared by the end of the next Business Day of GBG's acknowledgement of the Fault.
Priority 3 (P3)	<b>User support issues:</b> the Service is experiencing minor technical problems (not including functional or Data issues) but is functioning substantially; or  Any issues which do not fall within Incident Levels P1, P2 or P4 and which are not Functional/data issues.	Initial response after 4 Business Hours.  Updates thereafter (as appropriate) during Business Hours.	80% cleared within 5 Business Days of GBG's acknowledgement of the Fault.
	<b>Functional/data issue:</b> the Client requires additional functionality and/or there are faults with the Data; or  Any issues which do not fall within Incident Levels P1, P2 or P4, and which are not user support issues.	Initial response after 4 Business Hours.  Updates thereafter (as appropriate) during Business Hours.	Next relevant release.
Priority 4 (P4)	Minor problem with the Service but does not impact the Customer's use of the Service.	On resolution of the Fault or problem (during Business Hours).	Next relevant release.

- 3.6. **Disclaimer:** GBG will use reasonable endeavours to resolve any incident or Fault within the appropriate Target Resolution 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 Business Hours to accommodate for time zone differences and the Target Resolution Time remains a target only.
- 3.7. **Outside of Business Hours:** Outside of Business Hours, the Target Resolution Times will begin on the start of Business Hours on the next Business Day. With the exception of Priority 1 Faults, all other priorities which cannot be resolved by the Customer Support by the end of Business Hours on the Business Day that GBG acknowledges them, will be put on hold until the start of Business Hours on the next Business Day.
- 3.8. **Scheduled Service Time:** 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 always try to meet and exceed this target. However, the Customer recognises and accepts that the Service is dependent on third parties who are not in GBG's reasonable control and therefore GBG may not always be able to do so and that this level of availability remains a target only.
- 3.9. **Planned Maintenance:** From time to time, GBG may need to schedule maintenance of the Service. GBG will always 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.
- 3.10. **Customer Reports:** The Service will allow the Customer online access to reports on the Customer's usage.