

## **110 Implementation and Premium Support Services**

### **Service Definition**

## 1. Introduction

This document explains the detailed terms and how to get the best from our Implementation and Premium Support Session services and should be read in conjunction with our Terms of Business available at <https://tob.hubkengroup.com>. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

## 2. Accessing and participating

### 2.1. Software and hardware

Our implementation services are delivered online using Microsoft Teams. We don't offer or accept alternatives to Microsoft Teams.

All participants must be able to access sessions from a device suitable for participation and collaboration as required. Minimum requirements:

- Enabled microphone and webcam.
- A headset for computer audio (if you use your computer's microphone and speaker, we may have to mute you to stop background noise).
- Google Chrome or Microsoft Edge
- A good internet connection (wireless should be fine, but a wired connection would be better.)
- A working space that's conducive to a training / work session.

#### 2.1.1. Participants

Up to six (training) or 4 (other sessions) recommended. You can invite more if you like but remember that if there are a lot of participants and they're all contributing, we may not have time to cover all topics or tasks as planned.

We permit a participant to be substituted if the substitution is for the entire session.

#### 2.1.2. Recording

Online sessions are normally recorded and shared with you for up to 4 weeks after the session.

#### 2.1.3. Duration

Unless otherwise agreed, online training sessions have a duration of 1.5 hours. Premium Support Session sessions are for the duration agreed between us.

#### 2.1.4. Arranging training dates

Online training sessions must be arranged and take place within 13 weeks of us receiving payment for them.

## 3. Training

We provide you with a list of topics for each training session. We may, at our discretion, modify the topics or scope of a session.

You accept that, if we agree to modify a session at the request of one of your representatives, we may not be able to cover the intended topics either at all or in a much depth as planned. In both cases, including this content in a subsequent online session may be chargeable.

#### 4. Premium Support Sessions

We will agree the scope of the session with you. We may, at our discretion, modify the topics or scope of a session.

You accept that, if we agree to modify a session at the request of one of your representatives, we may not be able to cover the intended topics either at all or in a much depth as planned.

#### 5. Configuration

Configuration services may be provided when you first start using start your Production site or at a later date.

We will discuss your requirements and plan a programme to undertake the configuration tasks. We will perform the configuration tasks offline and will update and brief you as necessary.

If:

- the scope of the work is greater than anticipated,
- there are delays on your part providing information or confirmations,
- if the information you provide us is incomplete,

we may need to reschedule the work and/or allocate additional time to complete all tasks and this may be chargeable.

#### 6. Data Import

Data Import services may be provided when you first start using start your Production site or at a later date.

We will discuss your organisation's structure and provide guidance so that you can identify the necessary sources for the data and collate and organise it into a suitable format for import.

We will perform the import tasks offline and will update and brief you as necessary.

We will normally perform a trial import on your Sandbox site if your Production site is not in use for end users.

If:

- the scope of the work is greater than anticipated,
- there are delays on your part providing the required data in a suitable format,
- there are delays on your part providing other information or confirmations,
- if any information you provide us is incomplete,

we may need to reschedule the data import and/or allocate additional time to complete all tasks and this may be chargeable.

## 7. General

### 7.1. HubkenCore and hosting services required

We can only provide Implementation and Premium Support Session services if you have at least one active HubkenCore or Hosting service.

The balance of any Implementation or Premium Support Session services not used is forfeited from the date of termination of your last remaining HubkenCore or hosting service.

### 7.2. Issues with your devices

We are unable to offer IT support for your devices at any time during an event so please ensure all participants are familiar with their operation, have sufficient user permissions, appropriate software installed and there are no restrictions that would prevent successful operation during the event.

We may suggest some steps to resolve an issue but will not be able to assist in troubleshooting or provide detailed technical assistance.

### 7.3. Timekeeping and absences

Participants must be ready and prepared to join each session at the start time.

Participants absent from a session or late (re)joining may be asked to observe and listen until a fresh topic is commenced or there is another natural point at which to re-engage without disrupting the experience of other participants.

### 7.4. Background noise

Participants must use their headsets throughout the session or actively manage other microphones and speakers to ensure that distracting background noise is kept to a minimum.

If background noise is excessive e.g. colleagues in the office, TV, keyboard noise etc. we will ask if the noise can be reduced. If that's not possible we will mute the microphone, the affected participant will still be able to hear us and other participants and interact using the Microsoft Team text chat.

### 7.5. Prerequisites

Unless otherwise agreed, each session is designed for participants who understand their organisation's implementation objectives.

### 7.6. Participant skills

For participants experiencing difficulties owing to lack of skill or speed operating their computer or some other reason beyond our control we will provide reasonable support.

If we consider that providing support is having a detrimental impact on the on experience of other participants or impairs our ability to complete the published programme or tasks, we will ask the participant(s) to withdraw from hands-on participation and continue through observation and discussion only.