030 Technical Support

Version 7

Contents

1 Introduction

This document explains the detailed terms and how to get the best from our Technical Support Service 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 What we need from you

We can't provide the Services without your help and so we are relying on you to let us know as soon as possible if a fault or other issue occurs. We also need you to provide access to all necessary premises, systems, websites (including the right for us to create additional user accounts if required) and personnel, ensure that all clearances and conformity with security protocols are in place and, where required provide a suitable end point (e.g. a computer with shared desktop or access via a fire wall) for our use.

3 Scope

Support activity	Detail
Deal with support requests from current site or server administrators of the supported application for issues arising from functionality that can be configured by a site administrator from within the user interface.	For each support request we will perform one or more of the following actions: · Investigate and attempt to resolve the issue. · Provide relevant information e.g. to explain the solution, steps to prevent reoccurrence. · Signpost information on external sites. · Suggest alternative options or approaches where we feel these may be beneficial. · Make recommendations qualified by the information provided in the support request. Where a potential path to resolution, suggestion of options or a recommendation requires evaluation of an extended range of factors e.g. application capabilities, business processes and requirements, other external factors, pedagogical considerations this will be outside of the scope of support. We will refer you to a client relations colleague to discuss options e.g. consultancy, training or mentoring which are chargeable services.
Support requests for issues arising with installed third party plugins.	Support is provided subject to the availability of sufficient third party support resources or documentation to describe the functionality and expected behaviour of the plugin.
Major version upgrades or minor updates for the supported application.	
Application of minor software fixes for specific issues (patches) for the supported application where these	

have been published by the supported application's core developers.	
Report issues in the supported application to upstream developers.	
Installation of third party plugins.	The plugin must be supported for the application version.

4 Specific exclusions

On-site visits.	
SCORM content package issues.	
Software development.	
Modification of core or plugin code.	Except for themes purchased from us.
Assessment of the suitability of the server or its associated network for its successful operation.	
Analysis or action to mitigate the impact of the supported application on other applications or services on the server.	
Assessment the suitability of any plugin you ask us to install.	
Issues resulting from limitations due to Microsoft Windows hosting environments.	

5 Definitions

Supported applications: Standard distributions of Moodle orTotara Learn.
Standard distribution: The core application code downloaded from the supported application's official core code repository without the addition of non-standard plugins or third party code.
Support request: A single reported issue with a single fix.
Third party plugin: A plugin not included in a Standard distribution.

6 Access

- We require unrestricted administrator access to the supported application for the duration of the support contract.

- We may create additional user accounts, courses etc. if required to facilitate investigation or troubleshooting.

- We require suitable administrative remote access to these systems, either directly (e.g. SSH or RDP) or via your suitably licensed desktop sharing system. It is your responsibility to make suitable provision for bandwidth, access and supervision at your end of the connection.

7 Requesting support

When requesting support from us, please email our support desk at support@hubkengroup.com.

Please provide as much information as possible about the issue and include relevant URLs where appropriate.

Please limit each request to a single issue.

8 Priorities

When we receive notification of an issue from you we will prioritise it with a level of severity from 1 (the most serious) to 3 (the least serious). We will then do our best to deal with the issue in accordance with the following timetable:

Severity level	Definition	Our response time
1	**Business Critical Failures:** An error failure that: a) materially impacts the operations of your business or marketability of its service or product; b) prevents necessary work from being done; or c) disables major functions from being performed.	**Level 1 Response:** Acknowledged of receipt of notification of the problem within 1 hour. **Level 2 Response:** We shall try to: a) restore the application site to a state that allows you to continue to use all functions in all material respects within 4 hours after the Level 1 Response time has elapsed; and b) use reasonable efforts until full restoration of function is provided. **Level 3 Response:** We shall use reasonable endeavours to implement a solution within 1 day of receipt of your notification. If we deliver a solution by way of a workaround, the severity level assessment shall reduce to a severity Level 2 or lower.
2	**System Defect with Workaround:** a) a critical error in the application site for which a work-around exists; or b) a non-critical error in the application site that affects the operations of your business or marketability of its service or product.	**Level 1 Response:** Acknowledgement of receipt of notification of the problem within 4 hours. **Level 2 Response:** We shall try to provide a permanent correction as soon as practicable.
3	**Minor Error:** An isolated or minor error in the Deliverables that: a) does not significantly affect Deliverables functionality; b) may disable only certain	**Level 1 Response:** Acknowledgement of receipt of notification of the problem within 8 hours. **Level 2 Response:** We shall try to provide a permanent correction within 4

| | non-essential functions; or | working days after the Level 1 Response time has elapsed. |
| | c) does not materially impact your business performance. | |

Please note that the resolution and response times are estimates only. These are the timetables which we will try to work to but it may not always be possible to abide by them and it may not be possible to correct every issue that you raise. Our judgement on these issues shall be final.

9 Service periods

9am to 5pm UK local time, Monday to Friday excluding UK public holidays and working days between 26th December and 1st January.

10 Term

The service is provided for one year from the commencement date unless a different Term is stated in our sales invoice.

11 Allocation of support time

11.1 Support time drawdown

We will reduce the remaining support hours by the time required to deal with each support request, rounded up to the nearest 15 minutes. The minimum reduction in remaining time is 15 minutes.

At our discretion, we may split requests containing multiple issues and deal with each as a separate request.

Unused support hours remaining at the expiry of the Term are forfeited.

11.2 Complex requests

A request is complex if:

- the estimated time required to investigate or attempt to resolve the issue is 45 minutes or longer
- the request relates to a third-party plugin

We reserve the right to defer the investigation or resolution attempt for Severity level 3 issues. We will advise you when we have scheduled time to work on the issue.

12 Resolution

If there is any disagreement about whether a support issue raised by you has been fully resolved you agree to raise the issue with us within 2 working days of us stating that the issue has been resolved and agree that, unless you do so within this timescale, we will not be obliged to take any further action in relation to the issue.