
Easyplan Service Level Agreement

What is covered?

- Technical Support for The Software or any subsequent release of The Software for which support and maintenance services have been agreed in writing by us
- Services release for current releases of The Software
- Upgrade release to The Software or any subsequent release covered by this agreement
- Two free activation codes per supported year for damaged, stolen or lost licences, per reactivation. (After this, reactivation is charged at £30.00 per licence, per reactivation)
- Access to Support Portal

What is not covered?

- Hardware, network or network operating system support
- Training
- Configuration of new printers, PCs etc.

Hours of service

The Support Department hours are:

- Monday to Thursday: 9:00 am to 5:00 pm (GMT/BST), except for English public holidays
- Friday: 9:00 am to 4:30 pm (GMT/BST), except for English public holidays

Elecosoft may from time to time announce that support will be unavailable or available on a reduced basis for a limited period (e.g. during staff training sessions, staff meetings etc). Periods of unavailability will not exceed 8 support hours. In addition, certain queries will not be answered in the period between Christmas and New Year – for 3 working days. No services will be performed outside of the Hours of Service and Elecosoft shall not be liable for any loss caused to the user by any delay in the provision of the services caused by periods of unavailability, reduced availability, or the Christmas/New Year period of suspension.

Methods of contact

Users can contact our Technical Support by any of the following methods:

Telephone: 01844 261 609

Email: support@elecosoft.com

Website: <https://support.elecosoft.com>

Speed of clearance

Our Technical Support will attempt to answer all queries within 8 working hours of receipt. However, certain issues, such as looking into issues in specific customer projects, will take longer to resolve. For significant problems taking some time to resolve, callers will receive regular updates as to the progress of calls outstanding.

Where projects are sent in electronically or on disk for investigation, we aim to deal with them within 5 working days where possible, provided that no resources outside of the Technical Support department are required. Where external departments are required to assist with work on these projects, the customer will be regularly informed of timescales and progress.

Escalation procedure

If a user is unhappy with the level of service provided by our Technical Support, in the first instance they should contact the Technical Support Manager with details of dates called and the staff member dealing with the call. The Technical Support Manager will then attempt to resolve the issue. All such enquiries are regularly brought to the attention of the directors of Elecosoft.

Software Faults and Software Developments are logged into the development plan. The support analyst will inform the user of anticipated release dates for releases and service releases, if applicable.

Further enquiries regarding the availability of releases and service releases should be directed to the Technical Support Manager.

Variations

Elecosoft reserves the right to review and vary the terms of a Support Contract offered at each renewal date. If the answer to a technical support question is available in the product help file or the product documentation or is available on a Frequently Asked Questions list then we reserve the right to refer the caller to one of these sources.

Confidentiality and data protection

Elecosoft will remove user data on regular basis to comply with the Data Protection Act.

Glossary of terms

Hours of service	The time during which issues will be addressed (as described above under the heading hours of service)
Working day	Monday to Thursday: 09:00 to 17:00 (GMT/BST), Friday: 09:00 to 16.30 (GMT/BST), except for English public holidays
Issue	A problem or question logged by a user
User	The Purchaser of the Software
The Software	Easyplan

