

ATSS Specification and Charges for Enhanced Support Services

Hosted Exchange Enhanced Support Pack:

The Hosted Exchange 2007 Enhanced Support Pack will provide technical assistance for the following:

- 1st line technical support in the event of a service outage
- Issues where certain functions of the Hosted Exchange 2007 service have stopped working or where intermittent problems are being experienced
- Diagnosis of faults and the fix of system problems
- Providing administrator assistance and advice to the customer's pre-specified named contacts with regard to setting up new users within Hosted Exchange 2007
- Providing general control panel support for the pre-specified named administrators to include, but not limited to, resetting passwords and providing advice and guidance where problems are being experienced.

The Hosted Exchange 2007 Enhanced Support service will not provide support for the following:

- Migrating customer mailbox data from legacy email systems onto the Hosted Exchange 2007 system.
- Any form of user or administrator training for the Hosted Exchange 2007 service or associated software applications, including but not limited to Microsoft Outlook 2007, Microsoft Outlook Web Access or Entourage 2008
- Any form of onsite support or consultancy
- Any general user (non-technical) support and assistance, for such requests the customer should consult the online support documentation provided for the service at www.genesis.co.uk/support/
- The provision of product upgrades, the addition of new services or the processing of orders for additional products or services.

Hosted CRM 4 Enhanced Support Pack:

The Hosted CRM 4 Enhanced Support Pack will provide technical assistance for the following:

- 1st line technical support in the event of a service outage
- Issues where certain functions of the CRM service have stopped working or where intermittent problems are being experienced
- Diagnosis of faults and the fix of system problems
- Providing administrator assistance and advice to the customer's pre-specified named contacts with regard to setting up new users within the CRM 4 system
- Providing general control panel support for the pre-specified named administrators to include, but not limited to, resetting passwords and providing advice and guidance where problems are being experienced.

The CRM 4 Enhanced Support service will not provide support for the following:

- Any development work or activity performed on behalf of the customer within the CRM system, including but not limited to building and designing custom workflows, importing contact records and adding custom fields
- Any form of user or administrator training for the Hosted CRM 4 service or associated software applications
- Any form of onsite support or consultancy
- Any general user (non-technical) support and assistance, for such requests the customer should consult the online support documentation provided for the service at www.genesis.co.uk/support/
- The provision of product upgrades, the addition of new services or the processing of orders for additional products or services.

Hosted SharePoint Enhanced Support Pack:

The Hosted SharePoint 2007 Enhanced Support Pack will provide technical assistance for the following:

- 1st line support in the event of a service outage
- Issues where certain functions of the CRM service have stopped working or where intermittent problems are being experienced
- Diagnosis of faults and the fix of system problems
- Providing administrator assistance and advice to the customer's pre-specified named contacts with regard to setting up new users within the Hosted SharePoint system
- Providing general control panel support for the pre-specified named administrators to include, but not limited to, resetting passwords and providing advice and guidance where problems are being experienced.

The Hosted SharePoint 2007 Enhanced Support Service will not provide support for the following:

- Any development work or activities performed on behalf of the customer within the Hosted SharePoint system, including but not limited to the branding and customisation of the SharePoint site, developing custom workflows and implementing site templates
- Any form of user or administrator training for the Hosted SharePoint 2007 system
- Any form of onsite support or consultancy
- Any general user (non-technical) support and assistance, for such requests the customer should consult the online support documentation provided for the service at www.genesis.co.uk/support/
- The provision of product upgrades, the addition of new services or the processing of orders for additional products or services.

Dedicated SharePoint Enhanced Support Pack:

The Dedicated SharePoint 2007 Enhanced Support Pack will provide technical assistance for the following:

- Providing 1st line technical support in the event of a hardware fault or failure
- Providing 1st line technical support in the event of a general service outage
- Issues where certain functions of the Dedicated SharePoint service have stopped working or where intermittent problems are being experienced
- Diagnosis of faults and the fix of system problems
- Providing administrator assistance and advice to the customer's pre-specified named contacts with regard to setting up new users within the Dedicated SharePoint system
- Providing general control panel support for the named administrators, including resetting passwords and providing advice and guidance where problems are being experienced.

The Dedicated SharePoint 2007 Enhanced Support Service will not provide support for the following:

- Any development work or activity performed on behalf of the customer within the Dedicated SharePoint system, including but not limited to the branding and customisation of the SharePoint site, developing custom workflows and implementing site templates
- Any form of user or administrator training for the Dedicated SharePoint 2007 system
- Any form of onsite support or consultancy
- Any general user (non-technical) support and assistance, for such requests the customer should consult the online support documentation provided for the service at www.genesis.co.uk/support/
- The provision of product upgrades, the addition of new services or the processing of orders for additional products or services.

Priority and Service Levels:

Priority Level	Fault Description	Contact Details / Contact Method	Response Time
P1	Service unavailable. Customer's hosted services are not responding or are unreachable. Services may be down for <u>ALL</u> users on the user's domain rather than a subset of users.	Customer to call the specified Enhanced Support Telephone Number or email the designated email address and a ticket will be raised within Oracle.	Response time for technical support to acknowledge the support request – 15 minutes. Customer will receive initial diagnosis after one hour with subsequent updates every 2 hours or when the issue is fixed, whichever is sooner.
P2	Intermittent problem. Customer has a subset of users that are not functioning correctly or has a service that is intermittently responding to requests.	Customer to call the specified Enhanced Support Telephone Number or email the designated email address and a ticket will be raised within Oracle.	Response time for technical support to acknowledge the support request – 1 hour. Customer will receive initial update after 2 hours with subsequent updates every 4 hours or when the issue is fixed, whichever is sooner.
P3	Inconvenient issue. Loss of function within an application.	Customer to email the Enhanced Support designated email address	No guaranteed response time. Customer will receive updates after 4 working hours with further updates every 8 working hours or when the issue is resolved, whichever is sooner.
P4	Change request Request for information Request for a call back	Customer to email the Enhanced Support designated email address	No guaranteed response time. Client will receive updates the next working day with further updates daily or when the issue is resolved, whichever is sooner.

Enhanced Support Pack Pricing Schedule:

Enhanced Support Package	Monthly Price per User	Monthly Price per Account / Server
Hosted Exchange Enhanced Support	£4.00*	-
Hosted CRM Enhanced Support	£7.00*	-
Hosted SharePoint Enhanced Support	-	£15.00†
Dedicated SharePoint Enhanced Support	-	£75.00‡

* All users within an organisation are required to take this service, e.g. where a customer has 6 CRM users or 6 Exchange mailboxes, then the customer must purchase 6 x Enhanced Support Packs for the specific product.

† The Hosted SharePoint Enhanced Support Pack is to be purchased per Hosted SharePoint package. This support pack is not suitable for dedicated SharePoint 2007 servers, the Dedicated SharePoint Enhanced Support Pack is required for this.

‡ The Dedicated SharePoint Enhanced Support Pack is provided for either single server or multi server solutions – a support package is required for each server. For a 4 server SharePoint solution, e.g. Dedicated SharePoint 2007 Enterprise, 4 x Dedicated SharePoint Enhanced Support Packs (4 x £75.00) must be purchased.

NB: Where more than one type of hosted service is purchased, e.g. Hosted or Dedicated SharePoint, Hosted Exchange and Hosted CRM, the Enhanced Support Packs can be added to whichever services required. Enhanced Support will only be provided for those products for which the service has been purchased.