

---

## Support Service Level Agreement

### Client Services

We value long term relationships and investing in your ongoing success, that's why providing quality training and priority access to responsive support services is as important to us as it is to you.

Our dedicated UK-based Client Services Team are here between 9:00am and 5:30pm Monday to Friday (excluding public holidays\*), to provide you with ongoing advice, answers, technical support and most importantly peace of mind. We commit to contact you within 1 business day to discuss any ticket you submit through our support portal.

### Client Portal

The Client Portal is an online ticketing system that is available 24-7, 365 days of the year to those registered client contacts who have a current balance of Support Credits.

Using the Portal ensures that your enquiry is logged as a priority with the NetXtra Client Services team. Each ticket logged in the online portal generates a unique reference number, which acts as a unique ID in related communications.

#### **To use the portal you need to;**

1. be authorised by your organisation to contact NetXtra for support
2. register with your primary work email address.

You can have up to 3 named support contacts with shared visibility of each other's tickets.

To view the portal simply visit <https://support.netxtra.net>

You will be provided with Client Portal login details which you can note here \_\_\_\_\_

In addition to being able to raise tickets on the portal, you can monitor progress being made with your tickets, keep track of your use of support credits, and keep up to date with our service updates. In order to ensure a consistently good service level is provided to all customers, support usage is actively monitored and reported back to you.

## Raising a Ticket

The information you provide in your ticket enables us to ascertain priority and assign resource accordingly. All tickets receive an initial response within 2 hours, or if outside of business hours, the following business day.

When raising a support ticket it is helpful to consider the following checklist of information. The more we know from your ticket, the easier it is for us to act without delay.

- Full description of problem(s)
- Full description of any error message(s)
- Full URL (s) where the problem was experienced
- User Log on details (for security reasons the password should be provided verbally)
- Time and date when the problem was experienced
- Browser and Operating System versions
- Screen shot(s) – attached via the Client Services Customer Portal

## Actions and Response Times

Issue	Action required from Client	Acknowledgement time from NetXtra	Action required from NetXtra	Automated action	Availability	Expected Resolution Time*
Entire site unavailable	None (see automated action)	None (see action required from NetXtra)	Call Client with explanation and expected resolution time (during office hours, otherwise at earliest opportunity)	Alert sent to NetXtra systems, infrastructure and hosting support team	24/7	Covered by hosting T&Cs**
Specific page(s) unavailable	Raise detailed online ticket & call NetXtra Client Services	1 Hour	Look into the issue immediately. Give explanation and estimated resolution time/credits required. Provide regular updates on the status of the issue	None	9am to 5:30pm Mon – Fri	Dependent on the issue, but assigned highest priority.

Bug discovered which affects usability of site	Raise detailed online ticket & call NetXtra Client Services	2 Hours	Investigate nature of bug and how to best fix it and respond to client with an estimated resolution time/credits required	None	9am to 5:30pm Mon - Fri	Up to 5 business days
Small change required	Raise online ticket	2 Hours	Investigate nature of change and scheduled date to complete. If chargeable provide quotation	None	9am to 5:30pm Mon - Fri	Up to 10 business days
Quote needed for additional or amended functionality	Raise online ticket	2 Hours	Ensure task is fully understood before obtaining quote from technical team, information on any knock-on effects to be aware of and possible alternative solutions	None	9am to 5:30pm Mon - Fri	Up to 10 business days
Advice on product usage	Raise online ticket	2 Hours	Contact Client to offer advice	None	9am to 5:30pm Mon - Fri	Up to 15 business days
Domain changes	Raise online ticket	2 Hours	Contact Client to offer advice	None	9am to 5:30pm Mon - Fri	Up to 15 business days

\* Resolution time can be affected by speed of feedback from the client, as well as previously unknown issues being uncovered during investigations. \*\*Please see hosting terms and conditions at <http://www.netxtra.net/info/terms-of-business> .

Key: Critical priority, High priority, Medium priority, Low priority.

## Support Credits

We use a credit support system to manage our delivery of Client Services, this covers technical support as well as small changes to your website. Your support credits in part act as a licence to use the NetXtra platform, and for us to keep investing in its ongoing development.

### **Activities covered by Support Credits include;**

- All fixes relating to accepted functionality / content developed by NetXtra
- Requests for minor content changes
- Advice on usage of the CMS and the NetXtra developed pages

### **Activities outside of the Support Credit cover are;**

- Functional or behavioural site changes or development
- Large scale graphical or styling changes
- Site optimisations for browser compatibility
- Repeat or large-scale training requirements

Your Account Manager will advise on a mutually agreeable volume of Support Credits to be purchased. Through tracking your Support Credit usage via monthly reports, both you and your Account Manager will be able to gauge if additional credits need to be purchased, or advise you in the event of having an unused surplus. Your Account Manager will also advise you where a request falls outside of the standard Support Credit agreement and therefore requires a quote for a further charge.

Many of our clients find the support credit model to be a convenient way of managing their budget for handling additional requirements. By being invoiced a singular amount for a block of support credits it eliminates the administration of having to raise a myriad of PO numbers and corresponding invoices for ad hoc small pieces of work.

## Support Credit Rates

Simply put, we provide different types of services at different rates (according to the time required to provide the service), a breakdown of services can be seen below.

Type of support	Typical examples	Credits per hour
<ul style="list-style-type: none"> <li>General Ticket management</li> <li>Standard product support,</li> <li>Basic content management</li> </ul>	<p>Ticket triage &amp; communication on general issues</p> <p>Support of standard functionality (using the WYSIWYG, managing site permissions, document management, events, news, adverts etc.)</p> <p>Changes to content through the CMS admin (managing and editing pages, titles, links etc.)</p>	<p><b>1</b></p> <p>(£50)</p>
<ul style="list-style-type: none"> <li>Support of bespoke business processes in your website.</li> <li>Non-integrated Web development</li> <li>Digital Marketing</li> <li>Graphics &amp; Design</li> <li>Third-party collaboration</li> </ul>	<p>Support of your existing bespoke website processes (investigating or building test cases for member issues renewals, data discrepancies, payments, scheduled imports or notifications etc.)</p> <p>Development changes of standard functionality (Image Carousel, Navigation changes, Adverts Module, Cookie Policy etc.) Changes, implementation or support of</p> <p>Digital Marketing (Goals and objectives via Google Analytics, SEO, PPC, Email Campaign Management etc.)</p> <p>Changes or implementation of new designs, graphics or style (new icons, carousel banners, site refresh etc.) Also, implementation of third-party designed html code &amp; css.</p> <p>Initial requirement gathering or technical discussion with a third-party ahead of some changes you're planning or some issues you may be experiencing.</p>	<p><b>2</b></p> <p>(£100)</p>

<ul style="list-style-type: none"> <li>• Development of bespoke business processes in your website.</li> <li>• Third-party system support &amp; development</li> <li>• Infrastructure changes.</li> </ul>	<p>Changes or implementation of bespoke functionality relating to your specific business and its processes.</p> <p>Support &amp; development of integration with a third-party application or process (Payment Gateway, Membership database, API or data feed etc.)</p> <p>Changes to implementation or support of network or server infrastructure (Firewall changes, domain &amp; SSL certificate purchase &amp; setup, support of externally hosted sites or servers, DNS or MX record changes, Penetration Tests etc.)</p>	<h1 style="font-size: 48px; color: #0070C0;">3</h1> <p style="font-size: 24px; color: #0070C0;">(£150)</p>
---	--	--

Where tickets are investigated and expected to exceed a 2 hour credit limit to resolve, we will contact you to obtain approval. Credits are valid for the duration of the agreement signed.

## Contacting Client Services

In addition to using the portal at <https://support.netxtra.net> you can also email [clientservices@netxtra.net](mailto:clientservices@netxtra.net) or call 08444 176 095 during office hours\* when our phone line is manned by a member of the Client Services team.

## Out of Hours

Our team also provide 'Out of Hours' support to those who have this as part of their agreement. Infrastructure support is provided as standard (in terms of hosting environments and the NetXtra CMS being kept up to date and security patched where necessary). Where a 'business critical' issue occurs outside of NetXtra's standard office hours\* you can raise an issue by submitting a support ticket as usual and calling them on the 'Out of Hours' hotline. 'Out of Hours' support is charged at an additional credit per hour to our standard credit agreement.

## Complaints

Should you be dissatisfied with any aspect of the service you receive from NetXtra, you are invited to call 01787 319393 and ask to speak to a member of the Senior Management Team (SMT). Where appropriate the SMT member can escalate bringing your issue to the attention of company Directors.