

Support Terms

General

These Support Terms apply only to the Focus now:advise service, described in your Order Form and Subscription Agreement (“**Services**”).

Support is subject to the terms and conditions of the Order Form and Subscription Agreement.

You may not obtain support for the Services listed above via any other Focus product or service. These Support Terms do not apply to any other Focus product or service.

These Support Terms are subject to change at Focus’s discretion in accordance with the Subscription Agreement. However, changes will not result in a material reduction in the level of support provided during the period for which Subscription Fees for Services have been paid.

In these Support Terms, "you" and "your" refers to the Subscriber that has ordered Services from Focus and your users if the context allows. Capitalised terms have the same meaning given in your Subscription Agreement, unless otherwise specified.

Support options and fees

Unless otherwise stated on your Order Form, the standard support described in these Support Terms is included in the Subscription Fees and will not be invoiced separately.

If you require an enhanced level of support please contact us for a quotation.

Period of support

Support starts on the Effective Date specified in your Order Form, and ends upon the expiration or termination of the Subscription Term set out in your Subscription Agreement. Support is not offered beyond your Subscription Term.

Support hours

Unless otherwise stated, support (including incident response and resolution) is provided during normal business hours, which means 09:00 – 17:00 hours Monday to Friday, excluding UK bank and public holidays, or as otherwise notified on Focus’s website.

First Line Support

You are responsible for providing First Line Support to your users before contacting Focus for Second Line Support.

First Line Support includes:

- a direct response to users with respect to enquiries about the performance, functionality or operation of the Services,
- a direct response to users with respect to problems or issues with the Services,
- reasonable efforts to diagnose problems or issues of the Services, and

- reasonable efforts to resolve problems or issues with the Services.

You must also ensure that you appoint named technical contacts, who will be the primary points of contact between you and Focus for support of the Services. They must have, at minimum, initial basic product training and, as needed, supplemental training appropriate for specific roles or project phases. They must also be knowledgeable about the Services and your environment in order to help resolve system issues and to assist Focus in analysing and resolving incidents and service requests.

When submitting an incident or service request, your technical contact should have a good understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Focus in diagnosing and resolving the problem.

To avoid interruptions in support services, you must notify Focus whenever technical contact responsibilities are transferred to another individual.

Focus may review incidents and service requests logged by your technical contacts, and may offer suggestions to assist you before contacting Second Line Support in the future.

Second Line Support

If you have been unable to resolve the problem or issue by providing First Line Support, you may contact Focus for Second Line Support.

In providing Second Line Support, Focus will use reasonable endeavours to:

- diagnose and verify the reported problems or issues with the Services, and
- resolve reported and verifiable errors in the Services so that the Services perform in all material respects as described in the Documentation.

Support Process

You may submit incidents and service requests online through Focus’s web based customer portal, which is normally available 24x7. This allows you to log and track incidents and service requests incidents online.

When Focus receives notification of an incident, Focus will record the incident as under assessment until such a time as it has been acknowledged as a defect.

Focus will then assign the incident with a severity level, using the “Severity Level definitions” set out below.

Focus may upgrade or downgrade the severity level of an incident during the support process if the issue warrants a higher or lower severity classification, based on Focus’s understanding of the current impact of the issue.

If you request Focus to upgrade the severity level, you must provide sufficient information to demonstrate the increased impact of the issue on the production operation of the Services.

Service requests are not assigned a severity level and have no response or resolution time.

Severity Level definitions

Severity Level	Description	Response Time*	Resolution Time*
Severity 1	Your production use of the Services is stopped or so severely impacted that you cannot	4 hours	1 working day

(Critical)	reasonably continue work. You experience a complete loss of service. Tasks that should be executed immediately cannot be executed because of a complete crash of the system or interruptions in main functions of the production system.		
Severity 2 (Urgent)	The problem results in serious interruptions to normal operations, will negatively impact an enterprise-wide installation, urgent deadlines or at risk. In a production system, important tasks cannot be performed, but the error does not impair essential operations. Processing can still continue in a restricted manner, and data integrity may be at risk.	36 hours	5 working days
Severity 3 (Priority)	You experience a minor loss of service. The problem causes interruptions in normal operations. It does not prevent operation of a production system, or there could be minor degradation in performance. The error is attributed to malfunctioning or incorrect behaviour of the software.	48 hours	Future release
Severity 4 (Minor)	You request information, an enhancement, or documentation clarification regarding the Services, but there is minimal impact or no interruptions to normal the operation of such program.	5 business days	Future release

*during normal support hours stated above and starting from the time Focus accepts the incident and assigns the severity level.

Other general support

Focus will also provide:

- Updates, fixes, security alerts, and critical patch updates for the Services
- General maintenance releases, selected functionality releases, and Documentation updates
- Non-technical customer service

Limitations

Support is not appropriate in connection with and does not include:

- unauthorised modifications, customisations, additions or extensions to or of the Services
- feature enhancements or other circumstances where professional services will be more appropriate
- situations where you have not otherwise complied with its obligations under the Subscription Agreement or these Support Terms

- situations where the Services are being used in combination with any other software or services that it is not intended to be operated or be used with,
- incidents caused by your negligent use of the Services.