

Pabau Support Service Level Agreement

Summary

This Service Level Agreement (SLA) identifies what Pabau customers can typically expect from us with regard to day-to-day application support. It specifies the services and commitments of Pabau and the expectations and obligations of the client. Pabau's standard terms and conditions for the supply of CRM applications are also applicable to clients to whom Pabau also provide Hardware services.

Included in the annual support contract:

- All fixes relating to accepted functionality / content developed by Pabau.
- Advice & support on usage of the CRM and the Pabau developed pages.
- Upgrades & new feature releases through Pabau.

Excluded from the annual support contract:

- Functional or behavioral changes or development.
- Large scale graphical or styling changes.
- Site optimizations for browser compatibility outside of Pabau's recommendations.
- Repeat or large scale training requirements.
- Third party applications which were not developed by Pabau.

Due to the complex & technical nature of the product provided to you Pabau will use our extensive experience and good judgment to determine whether an item of work can be included or excluded within the existing support agreement.

Responsibilities of Those Making a Request

Whenever possible, you should contact Pabau support whilst logged in to the relevant application. All tickets will be entered and updated in a common database. Clients should always attempt to provide the following information when raising a ticket.

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

All contact should be made via an authorized named contact. This person is someone in your organization who is recognized by Pabau as being authorized to contact Pabau for support services.

Responsibilities of Pabau

Pabau will confirm that the support and license contract is fully paid up before responding to any support queries.

1. All messages requiring action (and follow-up) are logged to the Online Ticketing website. Requests for work will be scheduled according to an assigned priority and availability of staff resources.
2. During office hours, the telephone is answered as soon as possible by a member of the support team, and is not an automated call system.
3. All tickets will receive an initial response within 4 hours, or the next business day to verify a problem exists and/or set up a time for resolution. Our average response time for tickets during business hours are within the hour.

Contacting Client Services

Phone Support

The support department is staffed between 9:00am and 5:00pm Monday-Friday (defined as office hours), responses can only be provided during this time. Support can be reached at 020 34753072.

Client Customer Portal

There is a dedicated support portal to raise and manage all enquiries <https://pabau.zendesk.com/hc/en-us/requests/new>. Extensive supporting information is also available in this location to aid with learning about the products and services we offer as well as notifications of planned maintenance or forthcoming changes.

It is a requirement that you register with your primary work email address as this ensures that your enquiries can be routed without delay and that all of your named support contacts have shared visibility of each other's tickets. In order to ensure effective lines of communication are maintained we allow no more than 3 authorized support contacts per organization.

Tickets logged via our online system can be made 24-7, 365 days of the year and will automatically generate a unique reference number, which should be quoted in all further communications relating to the issue logged.

24 Hours Emergency Line

Pabau offers an emergency service for Enterprise clients. This is manned 24/7 for concerns which are deemed to require immediate attention. Examples could be an inability to login to account.

Support Level Guidelines

Below is our support level guidelines and what can be expected at each level.

Support Level	Description
Tier – I/Level 1 First Line support	This is the basic level of customer support. The customer representative is a generalist with a broader understanding of the system, but might not understand the inner workings of the system. He/She in this case would identify the customer, understand the problem and basic tips on solving the problem. Typical solutions could be found in a FAQ or a knowledge base that could be used in majority of the customer calls. When the tier-1 is not able to handle the issue, the rep classifies the problem into many types and then it is escalated to appropriate tier-2 contact, and a issue tracking ticket might be issued to the customer.
Tier – II support	Tier-II level support involves technical knowledge and the desk is staffed by more experienced technicians who have strong exposure to troubleshooting. The technician here is more specialized and will first determine if the issue involves his/her domain based on the data collected by the Tier-I specialist. If the issue is an existing one, then the Tier-II specialist finds out if there is a solution or a workaround in the database. The solution is then offered to the customer. However, in some cases there might be no solution and it is an open bug. In that case, the Tier-II desk adds an additional entry to the bug list and depending on the number of instances could ask them developers to fix ASAP.
Tier – III support	Tier-III is a very specialized job provided by the specialists who are usually involved in the product development. The issue at hand could be quite complex and they will collect as much data as possible from the bottom two tiers.