



**SERVICE LEVEL AGREEMENT
SMART ENTERTAINMENT LTD
Version 1.2 – 1st May 2018.**

1. Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key support services we provide and the quality standards we have agreed with our software users in terms of service delivery.

This agreement sets out:

- The support services we provide to our customers
- The overall standard which we aim to achieve in the provision of our software services
- A mechanism for resolving any problems relating to the delivery of the software services

2. Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually, any changes will be communicated with our software users. Changes made to this agreement will be sent through via email in advance of the effective date.

3. Objectives of the Software Service Support

Your contract for your software services with Smart Entertainment Ltd (to include all BookMy and related software services) will encompass an element of support, from reporting software related issues to 'How To' questions. There are 5 types of support tickets which can be categorised within our support ticketing system:

- i. How To's
- ii. Bugs
- iii. Changes to your system settings
- iv. Feature requests
- v. Hardware / Computer Faults (relating to non-BookMy solutions)

4. Support Service Availability

Our standard support service working hours are Monday to Friday, 9:30am – 5pm, excluding UK Bank Holidays.

Emergency Support is offered 24/7, by contacting our Emergency Support Number on:

070 222 66452

(chargeable at 50p per minute from a landline, and significantly more from mobiles)

Within business hours, we request all support issues to be reported via the following methods:

- i. Email – sending an email to support@smart-entertainment.co.uk where a support ticket is raised
- ii. Within the BookMy solutions by clicking on the 'Help Staff' tab at the top of the screen and creating a support ticket
- iii. Via our website by selecting the support icon and raising a support ticket.

REGISTERED OFFICE
Smart Entertainment Limited, Regency House,
45-51 Chorley New Road, Bolton BL1 4QR

Company no: 03551658

5. Support Response Times

Our Support Level Agreement response time are as follows:

PRIORITY	RESPOND WITHIN	RESOLVE WITHIN	OPERATIONAL HOURS
Emergency	Immediately	1 Hour	7am – 11pm GMT
Urgent	1 Hour	6 Hours	Business Hours
High	4 Hours	1 Day	Business Hours
Medium	8 Hours	2 Days	Business Hours
Low	1 Day	5 Days	Business Hours

6. Description of Services

Support tickets are categorised into the following with the priorities associated

SUPPORT TICKET TYPE	PRIORITY LEVEL (with response time as detailed above)
'How To' Questions	Low
Bugs	Urgent / High
Changes to system settings	Medium
Feature Requests	Low
Hardware / Computer faults	No Support offered

i. 'How To' Questions

We aim to respond within 1 day of a support ticket raised with a 'How To' question. There is a series of 'How To' documents listed within the BookMy solutions where we encourage all users to review prior to raising a support ticket.

'How To' questions are categorised as Low priority.

ii. Bugs

If your issue is a fault within the system, where it is not working correctly, we will aim to add a fix to the new software release. This is not always possible immediately, as sometimes faults need further investigation.

Bugs include:

- a) System unavailable
- b) Edits to settings not saving
- c) Errors appearing when adding bookings or upon editing settings

Bugs do not include Viruses, Hardware Issues, Network issues, Faults in system settings, and operating system problems.

Bugs are categorised initially as either Urgent / High dependant on the issue raised.

iii. Changes to System settings after set up

Support does **not** cover changes to your BookMy settings or other related software solutions after initial set up. This includes the following:

- a) Add/ Amending packages
- b) Changing or creating events
- c) Change in room/ activity availability
- d) Future price changes
- e) Edit of templates
- f) Re-installation of software on new PC's.

We encourage the review of the 'How To' documentation initially. We will offer support at our discretion, and may be chargeable dependant on the change.

Re-installation of software onto new PC's will be chargeable at £40 + VAT per PC, and will be completed upon receipt of payment. Please contact a member of the Support Team for our latest recommended Hardware specification.

iv. Feature Requests

Our policy regarding feature requests is as follows:

Any feature requests are added to our feature request document for internal discussion. We try to add features which are beneficial to all users to the software on a continual basis.

Development of new features is expensive, and has to go through the relevant testing prior to release – ensuring no disruption to our solutions for all users. It is not unusual for new feature development work to take 3-6 months to release.

Development work is prioritised according to the feature request, and the benefits it would bring to our users.

If the feature request is bespoke to the user, this will be quoted for as bespoke development, and will be chargeable at the rate at the time of request.

v. Hardware / Computer faults

If an issue is reported with regards to Hardware and/or Computer faults, please note this is not supported by our Support Team. In some circumstances, we may be able to assist, however this is chargeable and NOT covered by this Service Level Agreement. We charge £40 + VAT per hour.

We highly recommend a maintenance contract is taken out with a local IT Support provider to the venue, where any Hardware and/ or Computer issues can be dealt with by the correct specialist.

Hardware issues can include:

- Printer not printing
- Cash Drawer not opening
- Screen won't load
- Internal Network issues (not able to connect to network etc)
- Viruses on PC
- Firewall Issues
- Dropbox back up folder full, SQL Backups failing (Non-BookMy software related issues)

Please Note: Windows XP is no longer supported by Microsoft. Therefore, it is at our discretion whether we will carry out any re-installation of software on Windows XP operating hardware.

7. What we need from Software Users

To ensure support issues are dealt with within the support response times listed in section 5 of this Agreement, please ensure that requests for support are made via the methods listed in section 4.

We request all support tickets that are submitted - via email, or via the ticket submission sections on our website (www.smart-entertainment.net/support) or the Help Staff section on the BookMy solutions, contain as much information relating to the issue being reported. This will enable to support team to review the issue as quickly as it is possible, and reduce the wait time for the issue to be resolved. We aim to resolve all issues reported within the support response times, providing we have received the correct information.

We aim to resolve all issues via email. If a support request is made by calling the main support line (not via Emergency Support Number), we will advise all callers to raise a support ticket where we can respond according to priority.

Where we are not able to resolve issues via email, a telephone call will be arranged by one of Support Team members to resolve the support issue.

8. Service Standards & Monitoring

By reporting all issues via our support ticketing system, we are able to monitor issues reported, and identify whether further training for the users of our software or improvements in the software, is required.

We continually monitor our support response times to ensure we are adhering to our internal Key Performance Indicators (KPI's).

9. Complaints

Should a user of our software wish to make a complaint regarding our software and/ or support service, we ask for an email to be sent to accounts@smart-entertainment.co.uk where a member of the management team will review with the Support Team and respond accordingly.

10. Agreement Effective Date

The date in which this Service Level Agreement becomes effective is 1st May 2018, and supersedes any previous Agreement received from Smart Entertainment Ltd.

This agreement will be reviewed annually, and communicated via email prior to its Effective Date

Version 1.2

Effective Date: 1st May 2018