

<b>Service Level Agreement for Clients with Guaranteed Service</b>	
<b>Document objectives</b>	This Service Level Agreement (SLA) specifies the support services which Metafour offers, so that clients and help-desk staff share the same expectations.
<b>Updates to SLA</b>	Metafour is constantly working to improve the service and value it offers to its clients. Updated versions of this SLA will be published from time to time.
<b>Who is covered</b>	This agreement covers Metafour clients who have a current support agreement and have selected our Guaranteed Service.
<b>Services provided</b>	<p>Metafour support services cover telephone advice and on-line remote access to resolve problems. Support includes the following:</p> <ul style="list-style-type: none"> <li>• Availability of appropriately skilled and trained help-desk staff at agreed hours.</li> <li>• Availability of technical specialists to resolve issues beyond the scope of help-desk staff.</li> <li>• Availability of senior staff to address complex issues.</li> <li>• Regular checks that applications hosted by Metafour are functioning correctly.</li> <li>• Resolution of any issues identified during these checks.</li> <li>• Investigation into the cause of application crashes; assistance to re-start the application and action to avoid the problem recurring.</li> <li>• Investigation into software performance problems; reporting them to development staff and suggesting work rounds.</li> <li>• Installation of new versions of Metafour applications, including appropriate data conversion.</li> <li>• Assistance to re-start the database, print spoolers and application following hardware or operating system crash.</li> <li>• Advice on how to use the application. This is for occasional requests and is not a replacement for training on using the application.</li> <li>• Help to plan or implement changes to application configuration options to meet new requirements.</li> <li>• Advice on making and checking regular security copies.</li> <li>• Resolution of Metafour database problems.</li> <li>• Resolution of Metafour print spooler problems.</li> <li>• Resolving problems with interfaces to fax and e-mail servers.</li> <li>• Resolution of problems in exporting data to and importing data from clients, suppliers and third parties.</li> <li>• Notification to clients of progress and completion of support issues.</li> </ul>

<b>Methods of contact</b>	<p>The Metafour helpdesk acts as a central point of contact for all application support.</p> <p>Contact is by phone on +44 (0)20 7912 2011 or by e-mail <a href="mailto:support@metafour.com">support@metafour.com</a>.</p>
<b>Hours of operation</b>	<p>Assistance is available from 9:00 am to 5:00 pm, Monday through Friday, except during UK public holidays, unless alternative times have been agreed in writing.</p>
<b>Metafour software</b>	<p>Our helpdesk provides full support for the latest versions of computer software developed by Metafour. This includes:</p> <ul style="list-style-type: none"> <li>• Metafour 4GL language</li> <li>• Metafour DBMS database</li> <li>• Metafour DWS web server language</li> <li>• Metacs courier software</li> <li>• NetCourier courier software</li> <li>• Embarque tour operator software</li> <li>• iTrak and uBook mailroom software</li> <li>• Metamail and Metafax communication software</li> <li>• Data exchange services</li> <li>• Client and supplier web sites</li> <li>• Services hosted by Metafour</li> </ul>
<b>Third party system software</b>	<p>Our helpdesk will also provide limited support for the latest versions of system software developed by third parties that operates with Metafour applications. You are advised to enter into a service contract with the developers of these software packages or their agents:</p> <ul style="list-style-type: none"> <li>• Windows operating system</li> <li>• Unix operating system</li> <li>• Internet Explorer</li> <li>• Sendmail mail server</li> <li>• Apache web server</li> <li>• Samba</li> </ul>

<b>Equipment and third-party applications</b>	<p>Our helpdesk does not support computer hardware, peripherals, networks and third-party applications, including:</p> <ul style="list-style-type: none"> <li>• Computer servers</li> <li>• PCs</li> <li>• Modems</li> <li>• Printers</li> <li>• Local area network</li> <li>• Wide area network</li> <li>• Firewall, router, switch or hub</li> <li>• Microsoft office</li> </ul>		
<b>Priorities and response times</b>	<p>Service calls are categorized as critical, urgent and standard. Work is prioritised accordingly.</p>		
	<b>Category</b>	<b>Description</b>	<b>Maximum response times</b>
	Critical	The computer system is inoperative. A courier is unable to process shipments or a tour operator is unable to process bookings.	Metafour will respond to 90% of critical calls within 1 working hour.  If any call is not resolved within 2 working hours of the initial response, it will be escalated to a technical specialist.  If any call is not resolved within 4 working hours of the initial response, it will be escalated to a director.
	Urgent	The company is unable to provide a time-critical aspect of its core service to its clients.	Metafour will respond to 90% of urgent calls within 2 working hours.  If any call is not resolved within 3 working hours of the initial response, it will be escalated to a technical specialist.  If any call is not resolved within 6 working hours of the initial response, it will be escalated to a director.
Standard	Issues that are less urgent or not part of the core service provided by the client.	Metafour will respond to 90% of standard calls within 4 working hours.  If any call is not resolved within 8 working hours of the initial response, it	

			<p>will be escalated to a technical specialist.</p> <p>If any call is not resolved within 16 working hours of the initial response, it will be escalated to a director.</p>
<p><b>Responsibilities of those making a support call</b></p>	<p>Before contacting the Helpdesk, clients should explore help that is readily available in their organisation. This help might come from the Metafour manuals or from other staff within the company. It is important to consider whether the problem relates to Metafour software or to other items such as hardware or system software.</p> <p>When such local help has been exhausted and assistance is needed, then the users should contact the helpdesk and provide the following information:</p> <ul style="list-style-type: none"> <li>• Contact information (company, first and last name, phone number or e-mail address).</li> <li>• A clear description of the problem or request, including events leading up to the problem, which program is being run and the exact text of any error messages you may have received. It is helpful if you can e-mail a screen shot which illustrates the problem.</li> <li>• What you would like to happen to resolve the call.</li> </ul>		
<p><b>backup</b></p>	<p>For a small percentage of calls, the only effective remedy is to restore the system to a security copy.</p> <p>It is the client's responsibility to ensure that they have recent security copies available and that they have the manual systems in place to re-enter transactions processed since the security copy was taken.</p>		
<p><b>Legal</b></p>	<p>All support is provided in accordance with our Terms and Conditions of Supply. These contain limitations of our liability, including the following text: "To enable us to carry out support, you may allow us physical or on-line access to your computer systems. You may allow us to know the passwords for your computer systems, in which case we will keep them in writing in our support office. If we become aware that their security may have been compromised, we will promptly inform you. Any security breaches resulting from these facilities are your responsibility."</p>		