



# Experian (Data Quality) UK&I Support Policy



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## 1. Introduction

This Support Policy (this “Policy”) should be read in conjunction with the Experian (Data Quality) Standard Terms and Conditions entered into between Experian (Data Quality) and your organisation. The purpose of this Policy is to describe the availability and level of Technical Support you can expect from Experian (Data Quality) UK&I and your responsibilities to enable Experian (Data Quality) to deliver Technical Support.

## 2. Explanation of terms

Any capitalised terms in this Policy are to be interpreted as defined in the Experian (Data Quality) Standard Terms and Conditions, save where to the contrary below;

<b>Term</b>	<b>Description</b>
Bespoke Products and/ or Integration Services	Bespoke products or services created by Experian (Data Quality) on your behalf, and not covered by this Policy.
Country of Operation	The country in which the Platform and Experian Materials are based in.
Defect	A fault with the Experian Materials as reasonably determined by Experian (Data Quality).
Escalated Case	A Technical Support case that has been raised with Experian (Data Quality)’s Product Development team for the provision of further technical investigation.
Experian (Data Quality) Hosted Experian Materials	Experian (Data Quality) Experian Materials or components of Experian Materials that are hosted by Experian (Data Quality)
Extended Support	Technical Support beyond the scope of this Policy.
Infrastructure Support	The Technical Support Experian (Data Quality) offers in relation to the loss or degradation of service from Experian (Data Quality) Hosted Experian Materials.
Initial and On-going Response Times	The time frame in which we will endeavour to respond to your initial request from Support Services, and, where a specific response time window has not been specified, the time interval within which we will aim to communicate regarding your request.
Installed Experian Materials	Experian (Data Quality) Experian Materials or components of Experian Materials that have been installed locally.
Integrated System	A system that the Experian Materials are integrated into.
Interacting Software	Software, hardware or data interacting with

	the Experian Materials.
Live Environment	The Platform, Experian Materials and Interacting Software combination that is currently in use by individuals for operational purposes.
Platform	The combination of software and hardware that runs the Experian Materials.
Policy	The UK&I Support Policy, this document.
Support Location	The Support Services department based in your Country of Operation, or where unavailable, an appropriate technical team.
Support Services	The team providing technical support
Target Resolution Time	The time frame in which we will endeavour to resolve an Infrastructure Support call
Technical Support.	The support Experian (Data Quality) offer in relation to the Experian Materials as detailed in this Policy and more specifically at section 5
Test Environment	The Platform, Experian Materials and Interacting Software combination used for testing purposes.
The Experian (Data Quality) Standard Terms and Conditions	The license terms and conditions agreed at the point of sale of the Experian Materials.

### 3. Terms of Technical Support

#### 3.1 Eligible licenses, products and services

This policy applies to Experian Materials used in accordance with our obligations and your responsibilities below. This Policy does not apply to products licensed via third parties or for Bespoke Products and/or Integration Services. Experian Data Quality does not provide Technical Support for your Platform, Interacting Software; and any modifications made to the Experian Materials, other than those made by Experian Data Quality (excluding Bespoke Products and/or Integration Services).

#### 3.2 Our Obligations

We aim to provide Technical Support as detailed within section 5, during the availability periods described within section 4, for the Experian Materials, PROVIDED THAT the request for Technical Support is reasonable.

A request for Technical Support is considered reasonable if:

- The request is for operational advice by telephone, email, remote access (using Experian Data Quality remote tools) or the Experian Data Quality support website for the purpose of resolving your difficulties and queries in using the Experian Materials or relating to a fault which you believe is attributable to the Experian Materials originally supplied by us.

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- No Fees payable by you shall be overdue and unpaid at the time of the request

### **3.3 Your responsibilities**

Our ability to provide Technical Support to the level defined within section 5 will be dependent on ensuring that:

- The Experian Materials have been installed and configured following the guidelines provided in the relevant Documentation.
- Individuals are properly trained in the use of the Experian Materials, the Platform and any Interacting Software.
- A nominated individual has been appointed to install Data Set Updates and/ or manage Electronic Updates and to act as the contact for all communications related to Technical Support between your organisation and us.
- You have informed us of any changes to the nominated individual or to their contact details.
- You have access to the Installed Experian Materials during the availability periods described within section 4.
- You have access, for integrated Experian Materials, to the source code, development documentation and suitably trained individuals.
- All reasonable instructions provided by us are implemented.
- The latest version of all Data supplied by us has been installed and is operational.
- You have given us reasonable notice of any changes to your Platform or Interacting Software that may affect the provision of this Policy.
- You hold current support agreements with the manufacturers of your Platform and Interacting Software.
- New Versions or New Releases of the Experian Materials have been successfully tested to your satisfaction in a suitable Test Environment prior to being implemented in your Live Environments.

### **3.4 Extended Support**

Where Extended Support has been arranged, this Policy will be altered in accord with the Special Terms as agreed between us at the time of purchase.

### **3.5 Expiry of Technical Support**

Technical Support is provided for the Experian Materials for a period described in the End of Service Life Policy.

## **4. Availability of Technical Support**

### **4.1 Service hours**

Technical Support for Experian Materials, via email and telephone, is provided during business hours of the Support Location, specified in Appendix A- Support Location.

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## 5. Provision of Technical Support

### 5.1 Support for Installed Experian Materials

#### 5.1.1 Technical Support

##### 5.1.1.1 Description

A Technical Support case is a request logged by you with the Support Services department for operational advice for the purpose of resolving your difficulties and queries in using the Installed Experian Materials.

##### 5.1.1.2 Estimates response times

Initial and Ongoing Response Times for Technical Support calls, raised via phone or email, are within 1 business day of the Support Location.

#### 5.1.2 Error Correction

##### 5.1.2.1 Description

An error correction call is a request logged by you with the Support Services department which results in a Defect within the Installed Experian Materials being identified. Alternatively, an error correction call is a request logged by you to investigate what you believe to be a Defect within the Experian Materials.

##### 5.1.2.2 Estimates response times

Error correction calls are prioritised upon receipt by the Support Services department of the Support Location. The priority levels are defined as follows:

Priority	Priority description	Initial and Ongoing Response Times
Priority 1	A defect within the Installed Experian Materials has caused your Platform or an Integrated System to be unavailable to all users and the inability to use the Platform or Integrated System critically impacts your operations.	1 business hour
Priority 2	A Defect within the Installed Experian Materials has caused the Installed Experian Materials or a business critical component of an Integrated Systems to be unavailable to all users and the inability to use the Installed Experian Materials or component critically impacts your operations.	2 business hours

Priority 3	A Defect within the Installed Experian Materials has caused the Installed Experian Materials to be unavailable to a single user and the inability to use the Installed Experian Materials critically impacts your operations.	4 business hours
Priority 4	A Defect within the Installed Experian Materials has partially limited the functionality of the Installed Experian Materials for one or more users.	1 business day

## 5.2 Support for Experian (Data Quality) Hosted Experian Materials

### 5.2.1 Technical Support

#### 5.2.1.1 Description

A Technical Support call is a request logged by you with the Support Services department for the operational advice for the purpose of resolving your difficulties and queries in using the Experian (Data Quality) Hosted Experian Materials.

#### 5.2.1.2 Estimated response times

Initial and Ongoing Response Times for Technical Support calls, raised via phone or email, are within 1 business day of the Support Location.

### 5.2.2 Infrastructure Support

#### 5.2.2.1 Description

An Infrastructure Support call is a request logged by you with the Technical Support department to investigate a loss or degradation of service from Experian (Data Quality) Hosted Experian Materials.

#### 5.2.2.2 Estimated response and resolution times

Infrastructure Support calls for Experian (Data Quality) Hosted Experian Materials are prioritised upon receipt by the Support Services department.

Priority	Priority description	Initial and Ongoing Response Times	Target Resolution Time
Priority 1	The complete loss of service from Experian (Data Quality) Hosted Experian Materials.	30 minutes*	2 hours
Priority 2	Partial loss of service from Experian (Data Quality) Hosted Experian Materials resulting in ability to function,	1 hour*	6 hours

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	but at a reduced level.		
Priority 3	Service event related to Experian (Data Quality) Hosted Experian Materials that does not affect ability to function.	1 business day	7 business days

\*Initial and ongoing responses for priority 1 and 2 infrastructure calls may be made via non-direct means, such as an online status page.

### 5.3 Priority assignment

The priority assigned to Installed Experian Materials error correct calls and Experian (Data Quality) Hosted Experian Materials Infrastructure Support calls is at our sole discretion and is based on our understanding of the Defect or service event.

If you are unsatisfied with the priority that has been assigned to your call, you are entitled to discuss the priority assignment with the manager of the Support Services department.



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## Appendix A- Support Location

Country of Operation	Support Location, Language and Hours of Business
United Kingdom and Ireland	Technical Support is provided in English from Experian (Data Quality) offices in London between 08:30 and 18:00 Monday to Friday, except England and Wales Public holidays.

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## Contact details

If you have any questions regarding the proposal, please do not hesitate to contact:

**Technical Support**  
**Experian (Data Quality)**

6th Floor  
Friars House  
60 Blackfriars Road  
London  
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