

Worldwide Support Policy

Technical Support



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1. Introduction

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

2. Explanation of terms

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

Term	Description
Bespoke Products and/or Integration Services	Bespoke products or services created by Experian QAS on your behalf, and not covered by this Policy.
Country of Operation	The country in which the Platform and Licensed Materials are based in.
Defect	A fault with the Licensed Materials as reasonably determined by Experian QAS.
Experian QAS Hosted Licensed Materials	Experian QAS Licensed Materials or components of Licensed Materials that are hosted by Experian QAS.
Extended Support	Technical Support beyond the scope of this Policy.
Infrastructure Support	The support Experian QAS offer in relation to the loss or degradation of service from Experian QAS Hosted Licensed Materials.
Initial and Ongoing Response Times	The time frame in which we will endeavour to respond to your initial request for Technical Support, 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 Licensed Materials	Experian QAS Licensed Materials or components of Licensed Materials that have been installed locally.
Integrated System	A system that the Licensed Materials are integrated into.
Interacting Software	Software, hardware or data interacting with the Licensed Materials.

2. Explanation of terms (cont...)

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

Term	Description
Live Environment	The Platform, Licensed 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 Licensed Materials.
Policy	The Worldwide Support Policy, this document.
Support Location	The Technical Support department based in your Country of Operation, or where unavailable, an appropriate technical team.
Target Resolution Time	The time frame in which we will endeavour to resolve an Infrastructure Support call.
Technical Support	The support Experian QAS offer in relation to the Licensed Materials as detailed in this Policy and more specifically at section 5.
Test Environment	The Platform, Licensed Materials and Interacting Software combination used for testing purposes.
The Experian QAS Standard Terms and Conditions	The licence terms and conditions agreed at the point of sale of the Licensed Materials.

3. Terms of Technical Support

3.1 Eligible licences, products and services

This Policy applies to Licensed 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 QAS do not provide Technical Support for your Platform, Interacting Software; and any modifications made to the Licensed Materials, other than those made by Experian QAS (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 Licensed 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, e-mail, remote access (using Experian QAS remote tools) or the Experian QAS support website for the purpose of resolving your difficulties and queries in using the Licensed Materials or relating to a fault which you believe is attributable to the Licensed Materials originally supplied by us.
- 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 you ensuring that:

- The Licensed Materials have been installed and configured following the guidelines provided in the relevant Documentation.
- Individuals are properly trained in the use of the Licensed 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 Licensed Materials during the availability periods described within section 4.
- You have access, for integrated Licensed 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 Licensed 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 Licensed Materials for a period described in the End Of Service Life Policy.

4. Availability of Technical Support

4.1 Countries of operation

Technical Support will be provided by the Technical Support department based in your Country of Operation. Unless specified by you, this will be assumed to be the same as the country of the account you hold with us. If there is no Technical Support department available in your Country of Operation, or the Technical Support team is unable to deal with your request, we will, where possible, utilise our global operations to ensure your request for Technical Support is handled by the most appropriate Support Location.

4.2 Service hours

4.2.1 Installed Licensed Materials

Technical Support for Installed Licensed Materials, via email and telephone, is provided during business hours of the Support Location, specified in Appendix A – Support Locations.

4.2.2 Experian QAS Hosted Licensed Materials

4.2.2.1 Business hours

Technical Support for Experian QAS Hosted Licensed Materials, via email and telephone, is provided during business hours of the Support Location, specified in Appendix A – Support Locations

4.2.2.2 Out of hours

Out of hours Infrastructure Support for Experian QAS Hosted Licensed Materials is provided via email only. Out of hours Infrastructure Support applies for all times exclusive of the business hours of the Support Location, Appendix A – Support Locations and only for priority 1 and 2 service incidents as defined in section 5.2.2.2.

5. Provision of Technical Support

5.1 Support for Installed Licensed Materials

5.1.1 Technical Support

5.1.1.1 Description

A Technical Support call is a request logged by you with the Technical Support department for your Country of Operation for operational advice for the purpose of resolving your difficulties and queries in using the Installed Licensed Materials.

5.1.1.2 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.

5.1.2 Error correction

5.1.2.1 Description

An error correction call is a request logged by you with the Technical Support department for your Country of Operation which results in a Defect within the Installed Licensed 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 Licensed Materials.

5.1.2.2 Estimated response times

Error correction calls are prioritised upon receipt by the Technical Support 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 Licensed 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 Licensed Materials has caused the Installed Licensed Materials or a business critical component of an Integrated System to be unavailable to all users and the inability to use the Installed Licensed Materials or component critically impacts your operations.	2 business hours
Priority 3	A Defect within the Installed Licensed Materials has caused the Installed Licensed Materials to be unavailable to a single user and the inability to use the Installed Licensed Materials critically impacts your operations.	4 business hours
Priority 4	A Defect within the Installed Licensed Materials has partially limited the functionality of the Installed Licensed Materials for one or more users.	1 business day

5.2 Support for Experian QAS Hosted Licensed Materials

5.2.1 Technical Support

5.2.1.1 Description

A Technical Support call is a request logged by you with the Technical Support department for your Country of Operation for operational advice for the purpose of resolving your difficulties and queries in using the Experian QAS Hosted Licensed 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 for your Country of Operation to investigate a loss or degradation of service from Experian QAS Hosted Licensed Materials.

5.2.2.2 Estimated response and resolution times

Infrastructure Support calls for Experian QAS Hosted Licensed Materials are prioritised upon receipt by the Technical Support department for your Country of Operation. The priority levels are defined as follows:

Priority	Priority description	Initial and Ongoing Response Times	Target Resolution Time
Priority 1	The complete loss of service from Experian QAS Hosted Licensed Materials.	30 minutes*	2 hours
Priority 2	Partial loss of service from Experian QAS Hosted Licensed Materials resulting in ability to function, but at a reduced level.	1 hour*	6 hours
Priority 3	Service event related to Experian QAS Hosted Licensed 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 Licensed Materials error correction calls and Experian QAS Hosted Licensed 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 appropriate Technical Support department for your Country of Operation.

Appendix A - Support Locations

Country of Operation	Support Location, Language and Hours of Business
Australia, New Zealand and Singapore	Technical Support is provided in English from Experian QAS offices in Sydney, New South Wales, Australia, between 08:30 and 17:30 AEST Monday to Friday, except New South Wales public holidays. Technical Support is provided in English from Experian QAS offices in Melbourne, Victoria, Australia, between 08:30 and 17:30 AEST Monday to Friday, except Victoria public holidays.
France	Technical Support is provided in French from Experian QAS offices in Paris between 09:00 and 18:00 Monday to Friday, except public holidays.
United Kingdom and the Netherlands	Technical Support is provided in English from Experian QAS offices in London between 08:30 and 18:00 Monday to Friday, except England and Wales public holidays.
USA and Canada	Technical Support is provided in English from Experian QAS offices in Boston, Massachusetts, USA between 08:00 and 20:00 Monday to Friday (Eastern Time), except Massachusetts public holidays.
All Others	Provided by appropriate Support Location specified at point of sale.

* Please note that times are stated in the local time of the Support Location.

United Kingdom and Netherlands:

Technical Support
Experian QAS
George West House
2-3 Clapham Common North Side
London
SW4 0QL

T: +44 (0) 207 498 7788
E: uk.support@qas.com
W: www.qas.com/uk/support

USA and Canada:

Technical Support
Experian QAS
125 Summer St Ste 1910
Boston, MA 02110-1615

T: +1 (888) 712-3332
E: us.support@qas.com
W: www.qas.com/us/support

France:

Experian QAS
Support Technique
38 AVENUE DES CHAMPS ELYSEES
75008 PARIS

T: +33 (0)1 70 39 43 43
E: support@qas.fr
W: www.qas.fr/support

Australia, New Zealand and Singapore:

Technical Support
Experian QAS
Sydney
L 15 100 Miller St
NORTH SYDNEY NSW 2060

T: +61 2 8907 7272
E: qassupport@au.experian.com
W: www.qas.com/au/support

Technical Support
Experian QAS
Melbourne
L 6 580 St Kilda Rd
MELBOURNE VIC 3004

T: +61 3 8622 1655
E: qassupport@au.experian.com
W: www.qas.com/au/support