

# QAS Worldwide Support Services Policy



An Experian company

## 1. Purpose

This Worldwide Support Service Policy ("Policy") should be read in conjunction with the QAS QuickAddress Licence Terms and Conditions ("The QAS Licence Terms") entered into between QAS and your organisation. This Policy is the Support Service Policy referred to in the QAS Licence Terms. Its purpose is to describe our duties and responsibilities in providing you with Technical Support for the Licensed Products. It also lays out your duties and responsibilities. Certain of the terms used in this Policy are defined in the QAS Licence Terms.

This Policy does not apply to the support and maintenance of any bespoke work undertaken by us on your behalf ("Integration Services").

## 2. Technical support structure

Technical support is generally provided by the technical support department within the Country of Operation (ie the country in which the relevant system is located upon which the Licensed Products are installed).

In circumstances where the technical support department within the Country of Operation is unable to deal with the support call (or where there is no technical support department in your Country of Operation), we will, where possible, utilise our global operations to ensure that the support call is forwarded for resolution to the most appropriate technical support team either within or outside the Country of Operation.

In some cases, especially where the Licensed Products are initially purchased by you, in whole or in part, through third party channels ("QAS Business Partners"), Technical Support is provided by the QAS Business Partner. In such cases, your terms for Technical Support are those agreed between you and the QAS Business Partner.

## 3. Our obligation to provide technical support

Under the terms of this Policy and the QAS Licence Terms:

We will provide technical support as specified in this Policy in response to your reasonable request (in accordance with the criteria below) during the hours of business specified against the Country of Operation in section 7. If you require technical support outside those normal hours of business, we are prepared to discuss with you charges and other terms for the provision of this additional technical support.

Your request for technical support will be treated as reasonable if:

- the request is for operational advice by telephone, fax, e-mail, remote access (eg Webex) or the support website for the purpose of resolving your difficulties and queries in using the Licensed Products or relating to a fault which you believe is attributable to the Licensed Products originally supplied by us; and
- the version of the Licensed Products for which you are requesting support shall not, at the time of your request, have been superseded by more than two New Versions which have been made available to you; and
- the request conforms with the operating procedures and requirements set out in this Policy as updated from time to time; and
- no Initial Licence Fees or Renewal Fees payable by you shall be overdue and unpaid at the time of the request.

We do not provide technical support for the following:

- The systems (software or hardware) on which the Licensed Products are running.

- Any other software, hardware or data interacting with the Licensed Products.
- Any modifications made to the Licensed Products, other than those made by us.

## 4. Technical Support Calls

### 4.1 Description

A Technical Support Call is a request logged by you with our technical support department for operational advice for the purpose of resolving your difficulties and queries in using the Licensed Products.

### 4.2 Procedure

Where possible, all Technical Support Calls are taken through to resolution at the time they are placed. In circumstances where all technical support analysts are busy, Technical Support Calls will be placed in a queue and dealt with by the first available analyst.

Technical Support Call details are entered by us into a HelpDesk system that automatically generates a log number. You should ask for and note the log number for future reference.

### 4.3 Call Resolution

We will endeavour to resolve Technical Support Calls within 1 working day.

## 5. Error Correction Calls

### 5.1 Description

An Error Correction Call is a Call logged by you with our Technical Support Department relating to a fault which you believe is attributable to the Licensed Products originally supplied by us. Support for the purpose of Error Correction can only be provided if you have a support and maintenance agreement with the manufacturer(s) of the hardware and operating system that the Licensed Product is installed onto, and for any software applications that the Licensed Product interacts with.

### 5.2 Procedure

Error Correction Call details are entered by us into a HelpDesk system that automatically generates a log number. You should ask for and note the log number for future reference. At the same time, we shall prioritise the Error Correction Call with you as explained below.

### 5.3 Call prioritisation

When logging an Error Correction Call, you must ensure that the Call is prioritised and that the priority is agreed with us at the time of placing the Error Correction Call. Call priorities have the following definitions:

Priority	Priority Description
<b>Priority 1</b>	A problem with the Licensed Product has caused your system to be unavailable to all users and the inability to use that system critically impacts your operations.
<b>Priority 2</b>	A problem with the Licensed Product has caused the Licensed Product to be unavailable to all users or a problem with the Licensed Product has caused a business critical component of your system to be unavailable to all users and the inability to use the Licensed Product or that component critically impacts your operations.
<b>Priority 3</b>	A problem with the Licensed Product has resulted in one particular individual being unable to carry out his or her operations.

### 5.4 Call resolution

If the Error Correction Call is capable of resolution by telephone, e-mail, fax or remote access (eg

Webex), then the solution will be provided as follows:

<b>Priority 1</b>	Resolution Within 4 working hours
<b>Priority 2</b>	Within 2 working days
<b>Priority 3</b>	Within 7 working days

If we determine that the Error Correction Call is not capable of resolution as above, we will agree with you a course of action to ensure that the Error Correction Call is resolved as quickly as possible. Possible courses of action include upgrading to a later release or version of the Licensed Product, installing the latest version of applicable data, work arounds or replacement software or media.

### 5.5 Site visit criteria

Where QAS has a technical support department in your Country of Operation, we will make a site visit within two working days of you requesting one, at no additional charge, if the following criteria are satisfied:

- you notify us that there is a fault with one of the Licensed Products; and
- such fault can reasonably be attributed to such Licensed Products originally supplied by us; and
- telephone, email and remote access support has failed or is unlikely to rectify the fault so notified; and
- it is likely that the fault can be rectified by a site visit.

Where we make a site visit which does not satisfy such criteria or where your acts or omissions have caused any such failure or where such failure is due to third party software, hardware or data not being part of the Licensed Products, we shall have the right to levy a reasonable charge for the site visit, in accordance with our then current daily rates.

### 5.6 Escalation

When resolution of the Error Correction Call exceeds or is likely to exceed the time scales identified in this section, the Error Correction Call is escalated by us to the appropriate level within QAS. At each stage of the escalation process, you will be kept advised as to progress. Should you wish to escalate an Error Correction Call yourself, you may do so at any time by contacting the Support Services Manager.

## 6. Your responsibilities

These responsibilities have been listed to help both you and ourselves to progress calls as effectively as possible. You should ensure that:

- The Licensed Product has been installed and configured following the guidelines provided in the relevant Licensed Product documentation.
- Users are properly trained in the use of the Licensed Product and associated user applications (eg database) together with the operating system being used.
- A nominated user has been appointed to act as the contact for all communications relating to support between your organisation and us.
- You are safely backing up, and are capable of restoring, configuration files, source code, executables and other variable data. Backups should be made prior to undertaking any changes to the system.
- For integrated product, you should ensure that source code, development documentation and trained staff are available to you so that you can implement any changes that may be required. Where an accreditation process is available, you should ensure that your integration meets the accreditation criteria.

- For integrated product, you should ensure that the Licensed Product has been integrated in such a way that its failure does not cause the application it has been integrated into to become inoperative.
- The latest version of all licensed data supplied by us has been installed and is operational.
- The version of the Licensed Product which you are using is not more than two versions old.
- Available New Releases for the Licensed Products have been implemented by you.
- New Versions and New Releases of the Licensed Products are tested to your satisfaction in a suitable test environment prior to being implemented in your 'live' or 'production' environment.
- All reasonable instructions provided by us are implemented.
- Appropriate equipment (such as modem, internet access, communication software and e-mail account) is available for remote access where this facility is requested by us.
- We have been provided with reasonable notice of any changes to your systems that may affect the provision of these services.

At the time of placing calls, you should ensure that:

- Details identified on the support call log form overleaf are available.
- The Licensed Product installation media are available.
- All required access rights and passwords are available and the location of the data and program files is known to the user placing the Technical Support or Error Correction Call.

## 7. Appendix II – Support Locations and Hours of Business

All times are local unless otherwise stated. Telephone, fax and email contact details may be found in the manuals or other delivery documentation accompanying the Licensed Products or as advised to you from time to time.

### Country of Operation

Support Locations and Hours of Business

#### Australia and Singapore

Between 08:30 and 18:00 EST Monday to Friday except public holidays in the State in which the relevant QAS office is located (including the afternoons of the working days preceding Christmas Day and New Years Day). Technical Support is provided from our offices in Sydney, New South Wales and Melbourne, Victoria.

#### UK, France and the Netherlands

Between 08:30 and 18:00 Monday to Friday except public holidays in England and Wales, and the afternoons of the working days preceding Christmas Day and New Years Day. Technical Support is provided from our offices in London.

#### USA and Canada

Technical Support is provided from our offices in Boston, Massachusetts, between 08:30 and 18:00 (Eastern Time) Monday to Friday except State of Massachusetts public holidays. Technical Support is provided from our offices in San Francisco, California, between 08:30 and 18:00 (Pacific Time) Monday to Friday except State of California public holidays.

#### All Others

Technical Support is provided, in English, from our offices in London during the United Kingdom hours of business.

# Support Call Log Form

QAS Support Call Log Form				
Call Log Number		Please request this from the Support Analyst.		
Date of Call		Time of Call		Call Priority
Your Company and Contact Details				
Company Name		Account Ref		
Your Name				
Telephone Number		Fax Number		
Email Address				
QAS Software Details (Use Help About or your system information screen)				
QAS Software				
Version				
Installation & latest Data		PAF Version		
Media Available	Yes/No			
Is Product Integrated	Yes/No	Integrator		
Application integrated into				
Workstation Details (from your IT department)				
Hardware Platform		Operating System		
Additional Information				
Network/Server Details (from your IT department)				
Hardware Platform		Operating System		
Additional Information				
Underlying Application Details (from your IT department)				
Support Call Details				

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