



**timeware Global Assist Contract**

**for**

**The Test Company Ltd**

OL12 0AD

**December 2009 – November 2010**

**Prepared by**

**Simon Birchall**

**timeware (UK) Ltd**

1 Fieldhouse Rd

Rochdale

OL12 0AD



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19<sup>th</sup> February 2010

Dear Sirs,

Thank-you for purchasing a timeware Global Assist support contract.

This attached document outlines timeware's obligations relating to the contract.

Please remember that you are entitled to upgrade your software for free!

For further information please do not hesitate to contact me at the office on (01706) 659368 or by mobile 07802 351000.

Yours sincerely,

Simon Birchall  
Managing Director

**Customer: 666/0910**



This is your customer code: 666

The period of cover is 1<sup>st</sup> December 2009 – 30<sup>th</sup> November 2010

During this period you are entitled to the following benefits:

Each Year:

1. Free software product updates during cover period
2. 10% discount on all R.R.P (except renewal of Global Assist Contract)

Each Month:

1. Call from customer care

Each Day (Monday – Friday between 9:00 and 17:00)

1. Access to the timeware support department with a prior-agreed response plan outlined in your company's SLA (support level agreement).
2. Access to latest release notes ([www.timeware.org](http://www.timeware.org))
3. Access to the 'User suggestion box' ([www.timeware.org](http://www.timeware.org))

Details of your SLA are outlined on the following three pages.



## timeware SLA (Service Level Agreement) for the system

**A system consists of the application (software) and the terminals (hardware)**

Support is available Monday to Friday (except Bank Holidays) between the hours of 9:00 and 17:00. Our support team comprises of two levels: Primary and Secondary Support.

If any of the timeware administrators at your company have a question relating to the running of the system, the following procedure should be followed:

Contact the timeware support team on (01706) 658222.

Your call will be answered by a team member working in Primary Support. They will ask you for your customer code, name or postcode.

If this call is regarding a new fault, you will be asked to provide a brief description. (Please be patient as we record the details!). Finally you will be issued with an incident number. Primary Support will always attempt to resolve any new faults.

If the call is regarding an existing fault, you will be asked to quote your incident number. This number helps us identify any previous calls relating to this fault. Primary Support will then record any additional details.

In the event that Primary Support cannot resolve the fault, your details are automatically passed to Secondary Support. timeware promises that Secondary Support will contact you within the System Response Period specified below.

### **\*\* System Response Period \*\***

Your SLA ensures that Secondary Support will call you back *within the same working day*.

**Customer: 666/0910**



## timeware SLA (Service Level Agreement) for terminals

timeware provide free support for the following terminals;

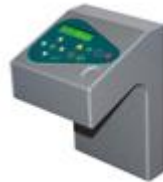
### Access control unit

t8-1030



### Attendance terminal

t8-3030 (proximity)



*(If you are currently using an older terminal, please contact Simon Birchall to discuss a heavily discounted hardware upgrade option)*

If Secondary Support establish that one (or more) of the above terminals is not working properly, a replacement terminal will be sent by courier *on the same day* (if the call is before 12:00), *or the next day* (after 12:00). It is the customer's responsibility to fit the replacement terminal and to return the faulty terminal to timeware.



## timeware SLA (Service Level Agreement) for Cards/Key-Fobs

### **\*\* Card/Keyfob order Response Period \*\***

timeware agree to fulfil any badge/key-fob order *within 7 days* upon receipt of payment for the written order.

It is the responsibility of Primary Support to ensure that your order is processed correctly.

A tracking number will be provided by email once the order is sent.