AWARENESS SOFTWARE LIMITED: SERVICE DESK CONTACT AND ESCALATION PROCEDURE

This document was most recently updated on 12th April 2024.

This document summarises our standard Service reporting (or request for support), categorisation and escalation processes which the business offers across our portfolio of services, unless otherwise specified in a Schedule or Statement of Work. This document should be read in conjunction with our Terms and Conditions which can be found here: https://www.aware-soft.com/terms-conditions.

1.   How to Raise a Service Request

1.1   We operate a service desk which is open during the Business Hours (defined in our Terms and Conditions, Section 1).

1.2   You can open a "**Service Request**" with us via email using ticket@aware-soft.com or by telephone using 0345 862 0355. You may also have been provided a specific contact procedure in a Schedule or Statement of Work relevant to the Service concerned and, if so, then such a specific contact procedure should be used.

1.3   A Service Request will be raised as a "**Service Ticket**" inside of our support system. Any Service Requests which concern the same issue will be merged into the same Service Ticket.

2.   Service Priorities

2.1   Our ticketing system uses Priority levels to categorise a Service Call. This includes both Customer raised issues and those detected via our own monitoring systems (at our absolute discretion).

2.2   All reported incidents and problems will be assigned a "**Service Priority**" level from P1 to P4, indicating the severity of impact the Service Request is causing to your organisation.

2.3   The appropriate priority is determined by us exclusively, and at our absolute discretion, unless a superseding triage procedure is otherwise stated in a Statement of Work relevant to the particular Service Request.

2.4   The table below details the evaluation criteria used when identifying the impact of the issue being reported in a Service Request.

Priority	Severity	Reason
P1	Critical	A complete failure or major disruption to normal business operations, affecting all users in the organisation.
P2	Standard	A Service impacting a small number of customers, however the business as an organisation can continue to function.
P3	Low	A Service with little impact on normal business operations or a workaround is available to enable business operations to continue.
P4	Minor	A Service impacting a single user, and which would be considered an inconvenience rather than a disruption to business operations.

3.   Service Requests: Target Response Times

3.1   The table below details the target response times to a Service Request, update period following the creation of a Service Ticket and the minimum time before we would accept an escalation request related to the Service Priority assigned to a Service Ticket:

Service Priority	Response Time	Status Update	Escalation Available After
P1	1 Working Hours	2 Working Hours	4 Working Hours
P2	4 Working Hours	1 Working Day	2 Working Day
P3	1 Working Days	2 Working Days	3 Working Days
P4	2 Working Days	3 Working Days	5 Working Days

4.   Service Requests: Escalation

4.1   If your organisation does not receive a response to a Service Request in line with the Service Priority Target Response Times, as described in the, you may escalate the item to an Escalation Contact provided management using the direct contact point details you have been provided.

5.   No Guarantee

5.1   We will use our reasonable endeavours to resolve a Service Request in a timely manner, however we will not guarantee or offer a time-to-fix or resolution time for any Service Request, unless otherwise specified in a Schedule or Statement of Work.

5.2   If any of our employees provide an indication of the time they might think it will take to resolve a Service Request is given in an attempt to help inform you of the current status of the Service Request and is subject to change.

6.   Out of Hours Support

6.1   Outside of the Business Hours, Customers can access an Out of Hours Support Service from us where you have a Contract for such in accordance with an Out of Hours Support Service Schedule.

6.2   For more information on this Service then please contact your ASL account manager.