

SUPPORT AND MAINTENANCE SCHEDULE

Contact Information

There are two ways to contact Support.

Email:
<https://castletonplc.selfservice.vivantio.com>

Telephone:
0845 241 0220 / 0330 124 2920

The preferred method of communication is email except that all Priority 1 and Priority 2 cases must be reported to Castleton Technology by telephone. All communications with Castleton Technology customer support will be in English.

Hours of Support

Support will be provided during Office Hours. Outside of office Hours Customer may report Errors by leaving a message on telephone number 0845 241 0220 / 0330 124 2920 and on the Support section of our web site.

Support Priority Levels

- Priority 1 or "P1" means a very severe error with the software which renders the customer's production system at a halt with an inability to process data through the software
- Priority 2 or "P2" means a severe error with the software which causes serious disruption to customer's use of software in a production system
- Priority 3 or "P3" means a moderate error with the software which causes the software not to operate as designed having only a moderate impact on customer's use of the software but can be temporarily solved by a 'workaround'
- Priority 4 or "P4" means a minor error or general query with the output generated by the software which can be temporarily solved by a 'workaround'
- Priority 5 or "P5" means a minor error with the software which after investigation is closed as a support call and is converted to a product enhancement request to be considered for incorporation in a future upgrade

Service Levels

Response Times and Resolution Times to each Support Priority Level.

Support Priority Level	Service Level		
	Response Time	Resolution Time	
		Temporary Fix or Workaround	Permanent Fix (Estimated)
P1	within 2 hours	24 hours	3 working days
P2	within 3 hours	48 hours	5 working days
P3	within 4 hours	10 working days	10 working days
P4	within 3 working days	14 working days	considered for next upgrade
P5	within 5 working days	not applicable	considered for next upgrade

For further information and full terms and conditions of your support contract, please refer to Schedule 2 (Support) of your contract.