

## RIEDEL CARE PREMIUM SERVICE LEVEL AGREEMENTS



Riedel Care Premium is for the most complex or critical deployments where the highest prioritisation and the most comprehensive set of support services are required.

Our Premium tier includes all of the services provided in the previous care packages and adds on-site assistance for resolving critical issues, software upgrades for all the latest features and functionality, support for third party products purchased as part of an overall system from Riedel and periodic service reviews.

Riedel Care				
FEATURES	NO SLA	STANDARD	ENHANCED	PREMIUM
Phone Support				
8x5	✓	✓	✗	✗
24x7	✗	✗	✓	✓
Email Support	✓	✓	✓	✓
Portal Support	✓	✓	✓	✓
Software Maintenance Updates (Bug Fix - v1.0 -to v1.1)	✓	✓	✓	✓
Software Version Upgrades (i.e. v1.0 to v2.0)	✗	✗	✓	✓
Remote Dial in Support	✗	✗	✓	✓
On Site Support (Emergency Response)*	✗	✗	✗	✓
Repairs	Fixed Price	✓ included	✓ included	✓ included
Knowledge Base	✓	✓	✓	✓
Annual On Site System Check	✗	✗	✗	✓
RESPONSE TIME				
Critical and Major	Best Effort	4 hours	1 hour	30 mins
Medium and Minor	Best Effort	2 Business Days	Next Business Day	Same Business Day
Portal or Email Response Time (all severities)	Best Effort	2 Business Days	Next Business Day	Same Business Day
Critical Remote Dial in Support Response Time	-	-	4 Hours	2 Hours
Critical On Site Response Time	-	-	-	Despatch 24 hours
Hardware Advanced Exchange or Repair Time	Best Effort	20 Business Days	15 Business Days	10 Business Days

\*On site support will be provided where both telephone and remote dial in support has not been able to restore the system