



## Powerproject Service Level Agreement

### Supported versions

Our policy is to provide technical support for the latest major version of Powerproject as well as the previous version.

Support for older versions will be discontinued 6 months after the release of the latest version.

### What is covered?

- Technical Support for The Software or any subsequent release of The Software for which services have been agreed in writing by us
- Technical support for add-ons and enhancements supplied by us but not including unsupported add-ons
- Services release for current releases of The Software and Maintenance Updates to The Software
- Version Releases to The Software subject to the terms of Version Releases.
- Free activation codes for damaged, stolen or lost licences
- Access to the online Support Portal (<https://support.elecosoft.com>)

### What is not covered?

- Technical support for unsupported add-ons
- Visual Basic or .NET for application macros
- Macro creation service (consultancy service)
- TQL/SQL filter writing
- Formula creation
- Operational and/or technical support for any other software product (including Microsoft Windows, Microsoft Word, Microsoft Excel, Microsoft SQL Server and Oracle)
- Hardware, network or network operating system support

- Remote/VPN connectivity issues
- Training issues that can be found in the help file
- Configuration of new printers, PCs etc.
- Programming of any kind
- Our Developers' Toolkit
- An administration charge will be incurred for licence reactivations required outside of the supported period

### Hours of service

The Support Department hours are:

- Monday to Thursday: 9:00 am to 5:00 pm (GMT/BST), except for English public holidays
- Friday: 9:00 am to 4:30 pm (GMT/BST), except for English public holidays

From time-to-time we may announce that support will be unavailable, or available on a reduced basis, for a limited period (e.g. during staff training sessions, company meetings etc.). Periods of unavailability will not exceed 8 support hours. In addition, certain queries will not be answered in the period between Christmas and New Year – for 3 working days. No services will be performed outside of the Hours of Service and we shall not be liable for any loss caused to the user by any delay in the provision of the services caused by periods of unavailability, reduced availability, or the Christmas/New Year period of suspension.

### Methods of contact

Users can contact our Technical Support by any of the following methods:

Telephone: 01844 261 609

Email: [support@elecosoft.com](mailto:support@elecosoft.com)

Website: <https://support.elecosoft.com>

*More overleaf...*



## Speed with which queries are handled

All incoming support calls are logged and the user will be notified of the reference number allocated to that issue. All support issues will be acknowledged within one hour of receipt. If appropriate, a pre-prepared answer from our Knowledgebase library or Help file will be forwarded to the user.

To ensure the quickest response times the user should email our Technical Support (support@elecosoft.com) with the following information:

- Supported serial number
- Contact details (name, company name and phone number etc.)
- Concise description of the support issue, screen shots and/or project files

## Speed of clearance

We will attempt to answer all issues raised within 1 hour and resolve all tickets within 8 hours of that issue being logged within our hours of service. On occasion, some issues will require escalation to the Development team. We will attempt to resolve these issues within 3 working days depending on their severity. Low priority software issues or change requests may only be considered in future releases.

Where external departments are required to assist with work on these tickets, the customer will be regularly informed of timescales and progress.

## Escalation procedure

If a user is unhappy with the level of service provided by our Technical Support, in the first instance they should contact the Technical Support Manager with details of dates called and the staff member dealing with the call. The Technical Support Manager will then attempt to resolve the issue. All such enquiries are will be brought to the attention of the directors.

Software faults and Software developments are logged into the development plan. The support analyst will inform the user of anticipated release dates for releases and service releases, if applicable. Further enquiries regarding the availability of releases and service releases should be directed to the Technical Support Manager.

## Maintenance Updates

Maintenance updates of the software to patch software errors and security updates are made available to customers with support and maintenance plans provided that the release date of the update falls within the term of their maintenance plan.

## Version Releases

Version releases of the software are made available to customers with subscription licences.

## Variations

Elecosoft UK Ltd reserves the right to review and vary the terms of a Support and Upgrade Contract offered at each renewal date. If the answer to a technical support

question is available in the product help file or the product documentation or is available on a Frequently Asked Questions list then we reserves the right to refer the caller to one of these sources.

## Confidentiality and data protection

We will remove user data on a regular basis to comply with the Data Protection Act.

## Glossary of terms

<b>Hours of service</b>	The time during which issues will be addressed (as described above under the heading hours of service)
<b>Issue</b>	A problem or question logged by a user
<b>User</b>	The Purchaser of the Software
<b>The Software</b>	Powerproject and Easyplan
<b>Maintenance Update</b>	A minor change to the software to patch a software error or security issue
<b>Version Release</b>	A New Release of the software that delivers new functionality to the customer
<b>Unsupported add-ons</b>	From time-to-time we will make available add-ons which are unsupported. This will be made clear at the time of release
<b>Knowledge-base</b>	The online FAQ resource <a href="https://support.elecosoft.com">https://support.elecosoft.com</a>