

1. Provision

Trinity/Azox agrees to provide Support Services to the Partner or direct to the end-customer dependent upon the terms of the original purchase when the choice is offered by Trinity/Azox.

If you as the partner or customer are unsure of how your support has been set up please double check with Azox or Trinity by contacting the support email address given on the website “contact us” page, stating Registered User Name, Partner Name and the module on which you seek clarification. All support communication from Trinity/Azox will be with the supported entity i.e partner or customer.

Important

Please *do not* :

- a) Register support incidents via any other method or contact number/address other than that given below.
- b) If you are the supporting partner suggest or encourage Customers to contact Trinity/Azox directly (in these circumstances Customers will be referred back to the Partner).
- c) Use the numbers/addresses given below to contact Trinity/Azox for questions or queries that are not directly related to support Incidents.

2. Availability

Trinity/Azox operates two support desk centres.

The Azox support desk is for the use of all American customers / partners

Trinity UK desk is for the use of partners/ customers from the rest of the world.

3. Logging an Incident

Please do this via links offered on the contact us page of the website

http://www.trinitypartner.com/contact_us.htm

4. Detail Required

The detail required is listed in the incident logging form that you will be directed to when logging a new incident. Complete provision of this information will help us to answer your queries more quickly and efficiently.

5. What next?

On incidents made by phone the Priority will be agreed between the Trinity/Azox Support Desk and the Partner/customer logging the call. For e-mails and fax contact the Partner/customer should provide a provisional Priority which may be amended once Trinity/Azox has responded.

The Priority levels are as follows (with definitions given in the next section, Service Levels) :

Priority	Summary
A	Critical
B	Serious Error
C	Inconvenient
D	Minor errors or queries

Please be reasonable when allocating a Priority by not allocating level A to all incidents

The Trinity/Azox Support Desk will provide you with an Incident No. and your incident will be logged onto our system. The details will then be passed onto either our pre-sales or post-sales team and will be investigated according to the following service levels.

Calls registered with our US desk may be responded to and dealt with directly by that service. In the incident cannot be resolved locally then the incident will be escalated to the UK desk. The partner/customer will receive a new incident number from the desk and the UK desk will at that point take over responsibility for and become the main contact point for the incident.

6. Service Levels

The correct definition and allocation of priorities is critical to the target response times being achieved. If the effect on the business becomes more serious as time goes on then the customer can request the priority to be increased.

The priorities and the target response times are defined below, but first please note the following :

- All hours and days are working hours and working days.
- The 'Initial Action' is timed from when Trinity/Azox first sees the report from the Partner, which may be different from when the Partner sent the report - e.g. in the case an e-mail or fax sent outside of Trinity's working hours.
- The 'Target Resolution' is timed from the Initial Action.
- The Target Resolution time can be very dependent on us being able to reproduce a problem, so the provision by the Partner of complete and accurate information is a key factor. We also rely on the Partner to aid us in the investigation of a problem. In rare

circumstances it may be necessary for us to gain direct access to the Customer's system after appropriate authorisation has been obtained, in which case access via PC Anywhere or Citrix would be required.

Priority A

This is an error with the software which severely limits the ability to conduct critical business processes via the system. For example, the system is completely unavailable or it is impossible to process orders and despatch goods.

Initial Action :	Within 1 hour
Target Resolution :	1 day, but we aim for asap

Priority B

This is an error with the software which limits the ability to conduct general business processes via the system. For example, an error which occurs once or more a day causing disruption but where a workaround exists that requires additional time or effort to implement.

Initial Action :	Within 4 hours
Target Resolution :	2 days

Priority C

This is an error with the software which is causing inconvenience on a regular basis. For example, an error which occurs on a weekly basis causing some disruption but where a reasonable workaround exists. Within the target response times shown below we will attempt to provide a satisfactory workaround together with a release date for the final fix.

Initial Action :	Within 8 hours
Target Resolution :	5 days

Priority D

This generally relates to general queries and problems which do not limit the ability to carry out the normal business processes. It can also be used to indicate that an incident is on monitor status, which means that we are awaiting a further occurrence when additional information can be obtained. Any priority D errors in the software will be fixed in the next release of the software.

Initial Action :	2 days
Target Resolution :	20 days

7. Closure of Support Calls

Once a fix has been provided to the Partner, the Incident will be closed. In any cases where we are unable to reproduce the error, we will attempt to work with the Partner to identify the problem. However, if no further information is received from the Partner within a 2-week period then the Incident will be closed.

8. Performance Reporting

Each month the Partner will be sent (by e-mail) a report detailing all current outstanding Incidents and also all Incidents which have been closed since the last report. This report will show the next action on the outstanding Incidents and the reason for closure on closed Incidents.

This report can be used by Trinity/Azox and the Partner to measure the closure of incidents against the Service levels set out in section 6 above.