

Support Service Level Agreement (SLA)

Response and Resolution Times for Service Issues

The following table details the targets of response and resolution for each priority level:

Problem / Issue	Priority	Response time (in hours)	Resolution time (in hours)	Escalation to 2 nd /3 rd Level Support (in hours)
Service not available <i>(all users affected with all functions unavailable)</i>	1	Within 1 hour	ASAP - Best Effort	ASAP - Best Effort
High service issue <i>(large number of users or business critical functions affected)</i>	2	Within 2 - 4 hours	ASAP - Best Effort	2 - 4 hours
Medium service issue <i>(limited number of users or functions affected, business process can continue)</i>	3	Within 24 hours	Within 48 hours	24 hours
Low service issue <i>(business process can continue, one user affected)</i>	4	Within 48 hours	Within 72 hours	48 hours

We know what it's like to be a customer

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Cobra Systems UK Limited is a company registered in England and Wales with company number 06110416
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1st , 2nd and 3rd Support Levels

The following table details and describes our Support Tier levels:

Support Level	Description
Level 1 Support	All support incidents begin at Level 1, where the initial issue is created on our helpdesk, the issue is identified and clearly documented and basic hardware/software troubleshooting is initiated.
Level 2 Support	All support incidents that cannot be resolved with Level 1 Support are escalated to Level 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Level 3 Support	Support Incidents that cannot be resolved by Level 2 Support are escalated to Level 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

IT Support Helpdesk - Methods and Pricing

The following table details and describes our Support Methods and Pricing:

Support Method	Support Description
Telephone Helpdesk	0208 and 0800 Telephone Helpdesk open Monday - Sunday 6am to Midnight
Online Helpdesk	Online Support Ticket Portal managed by individual online helpdesk accounts, as well as direct email support
Remote Support	Remote Support through the helpdesk as well as via our website when roaming
Workstation Monitoring	24/7/365 Monitoring of User Workstations with Weekly Operating System Patch Management, Anti-Virus Scanning and Definition Updating
Pricing	£25 plus VAT per user per month
On-site Support	On-site support is charged at a contract-reduced rate of £65 plus VAT per hour but can be rolled into a support contract for monthly or quarterly on-site visits

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