



Services Support Agreement – Data Capture

This Services Support Agreement sets out the terms upon which the Company agrees to provide the Services Support described herein and is subject to the Company's current Standard Terms and Conditions. In the event of a conflict between this Services Support Agreement and the Company's Standard Terms and Conditions, this Services Support Agreement shall govern and control.

Definitions

The following words shall have those meanings ascribed to them respectively. All other specific terms used herein shall have the meanings ascribed to them in the Company's Standard Terms and Conditions.

"Incident" means each individual communication received by the Support Centre in respect of a Services error, issue or technical question related to the Services.

"SLA" means the service level guidelines set out in the Clause 9.

"SSA" means this Services Support Agreement.

"Services" means the services provided under separate Terms and Conditions and described in the Order Agreement.

"Services Support" means the support services defined in this SSA.

"Support Centre" means the dedicated Company personnel and resources tasked with the receipt, logging and resolution or work around for Incidents.

"System" means the Company hosted solution comprising equipment and computer software, which holds scanned images by means of a computerised database, enables the Customer to: (i) access and act upon those images remotely via another computer or similar device using a standard web browser; and (ii) to transfer data to and from their servers using a variety of protocols including but not limited to: SFTP (SSH), FTPS (FTP via SSL), AS2 and Connect:Direct.

1. General

1.1 All amendments and variations to this SSA shall not be valid unless agreed in writing by a duly authorised representative of the Company.

2. Services Support

2.1 In respect of the Services specified in the Order Agreement the Company will provide Services Support in accordance with the terms of this SSA.

2.2 Services Support does not include Services enhancement services, template changes, digitising services, onsite consulting, software installation or training services. However such services are available at the Company's applicable rates from time to time.

2.3 The Company will not provide support for any external systems, network, servers or software (including web browsers) outside of the Company's control.

3. Duration

3.1 This agreement shall continue in force for the period during which the Services are provided in accordance with the EUA.

4. Services Support Process

4.1 The Support Centre provides advice and technical support to all customers with a current Services Support Agreement.

4.3 Contacts & Operating Times

Type	Contact Method	Operating Hours	Time Zone
Customer Support	Customer Support Portal - http://www.bottomline.co.uk/ Phone: 01992 500 555	08:30-17:00 Monday Friday (excluding UK Public holidays)	UK

4.4 Customer Duties and Responsibilities

4.4.1 Business Impact: Customer is required to give a full disclosure of the impact of a reported Incident on Customer at the time of the initial report of the Incident. This information directly impacts the initial priority ranking given by Bottomline to the Incident and helps Bottomline personnel to better allocate support resources.

4.4.2 Replication: Prior to reporting an Incident to the Support Centre, Customer is required (where possible) to replicate the Incident and reduce it to its simplest point of failure. If Support Centre receives Incidents that have not been reduced to their simplest point of failure, the Support Centre may return the Incident to the Customer for further analysis to avoid response times becoming significantly extended.

4.4.3 Minimum Required Information to Report an Incident: Prior to the Customer contacting the Support Centre to report an Incident, Customer must first assemble a step by step documented Incident summary that provides a full description of the Incident, including error messages and an accurate description of Customer activity at the time an Incident occurred.

Customer may also be required at the Support Centre's discretion to provide some or all of the following additional information. Failure to do so when requested may delay the progress and timely resolution of the Incident.

- (i) Test data used.
- (ii) Details of recent change activity prior to the Incident.
- (iii) Incident replication method which is proven as repeatable.
- (iv) Data sample.

(v) Establish if the Customer system and/or Services have ever functioned correctly, and document changes that have occurred since correct function.

4.4.4 These minimum requirements are not exhaustive and may be appended to from time to time and all documentation and communications must be reported in English. This information and material is to be prepared prior to contacting the Support Centre.

4.4.5 Bottomline reserve the right to redirect calls failing to meet the above criteria to Customer technical personnel.

4.4.6 Customer will ensure that Customer personnel reporting Incidents to the Support Centre are reasonably trained and conversant with the Services.

5. Incident Reporting

5.1 By Telephone: The Support Centre will endeavour to provide a solution by telephone. Where an Incident requires further investigation Clause 4.4.3 shall apply.

5.2 Enterprise Self Service Portal: When an Incident is reported via the Self Service Portal the Customer has the ability to prioritise the Incident, this priority is based on the Incident Priority Criteria in accordance with Clause 8. below. Once the call is submitted the client will be allocated an Incident reference number and the Incident is despatched to the Support Centre.

6. Support for On-going Services Implementation

6.1 Services that are still in the implementation phase will be supported by the implementation team unless otherwise agreed. All new Services are handed from implementation to the Support Centre following completion of all stages of implementation, subject to a valid SSA.

7. Escalation Route

7.1 All support issues should be raised through the Enterprise Self Service Portal. In case of difficulties please follow the escalation route shown below:



8. Incident Priority Criteria

8.1 All Incidents will be classified upon receipt as one of the following Priority levels, dependant upon the impact and scope of the Incident on the Customer's business.

8.1.1 Priority 1 – Incidents that meet one or more of the following criteria: corrupt file - unable to load, file missing, file not received, access to files unavailable, or where applicable no access to workflow solutions and other systems hosted by Bottomline as part of the Services.

8.1.2 Priority 2 – Incidents that meet one or more of the following criteria: scanned image illegible, poor scanned image quality, misread OCR data, correction error by Company personnel, access to files partially unavailable and/or intermittent System availability.

8.1.3 Priority 3 – Incidents related to other Customer queries, e.g. missing document pages or non critical System related issues.

9. SLA

9.1 The SLA response times specified herein by Incident Priority level are guidelines only and commence from when an Incident is logged with the Support Centre and an incident reference number is given to the Customer.

9.1.1 For Priority 1 - Incidents placed into the Support queue will be acknowledged by the Support Team within 4 hours. Customer will be updated with a plan for resolution within 4 hours thereafter if the Incident has not already been resolved.

9.1.2 For Priority 2 - Incidents placed into the Support queue will be acknowledged by the Support Team within 8 hours. Customer will be updated with a plan for resolution within 24 hours thereafter if the Incident has not already been resolved.

9.1.3 For Priority 3 - Incidents placed into the Support queue will be acknowledged by the Support Team within 8 hours. Customer will be updated with a plan for resolution within 48 hours thereafter if the Incident has not already been resolved.