Blue Cube Security Technical Support: Service Level Agreement

Blue Cube Security Procedures

For each specific support request, Blue Cube Security Technical Support creates a technical support case and assigns the case a Technical Support Case Ticket No. If you call or email with several different issues, we may create different numbers to track each issue. Be sure to make a note of the service request number, and provide it on any subsequent contact regarding the issue.

Support Response Times

A response means that we answer your call or email request and acknowledge your issue, then assign the issue a Technical Support Case Ticket No. In some cases, we may need to obtain additional information from you in order to resolve the issue.
Response times depend on the severity level of the issue. The support technician will determine your problem's severity level based on guidelines listed below:

- During Business Hours (09:00 – 17:30 GMT): Calls to 0345 094 3070 (option 1) and emails will be routed directly to the Technical Support Engineers on duty.
- Outside Business Hours (24x7 Support): Customers with 24x7 support contracts should call 0345 094 3070 (option 1) for assistance.

Required Information for Logging a Support Call

When submitting a service request, please provide the following information:

- Company name and Customer Support ID
- Contact's name, phone number (including extension), and email address
- Brief description of the problem (in the email subject line)
- Service request number if this is a continuation of an existing request (in the email subject line)
- Level of severity (see page 3 for details)
- Product name, product version number, and details of any service packs applied
- Operating system version number and applied service packs
- Name, version, and service pack of any affected third-party application
- Detailed description of the problem, including any steps required to reproduce the problem
- In any subsequent communication with technical support about an active case, please include the case number. Include it in the web form, your voice mail message, or have it ready to provide the support engineer.

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Severity Levels

The table below outlines the different severity levels of service requests, the recommended method of contact for each severity level and the associated targeted initial response time. These response times apply to all support requests submitted irrespective of the customer support agreement (9x5 or 24x7) but in the case of a 9x5 agreement the response time is measured only within normal support hours.

| Severity Level	Description	Response Times
P1 – Mission Critical	Product fails to operate, and the failure severely impacts the customer's business operation	30 minutes
P2 – Severe Disruption	Product fault causes service to be seriously degraded. Customer can continue to conduct business operation but at a reduced rate	2 hours
P3 - Problematic	Product failing on a regular basis or problems occurring within specific functions or facilities	4 hours
P4 – Non-Critical	Occasional product failures/problems that can be overcome without undue difficulty or disruption to the Customer's business operations	8 hours
P5 – Information	Provision of software or product information on features and functionality, although this does not extend to product training	1 business day

Note: If at any time the customer feels the severity level assigned does not correctly represent the problem, the customer may reasonably request the severity level to be increased. Blue Cube Security Technical Support reserves the right to determine the severity level of any call received after consultation with the customer.

Escalation Procedure

Blue Cube Security Technical Support will endeavour to provide a fix for your problem, however at times it may be necessary to escalate your problem to the Vendor. The following table highlights the Vendor escalation times as well as our commitment to you, in respect to keeping you up to date with the status of your problem.

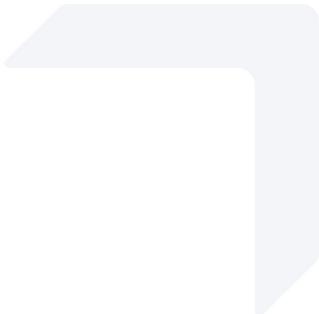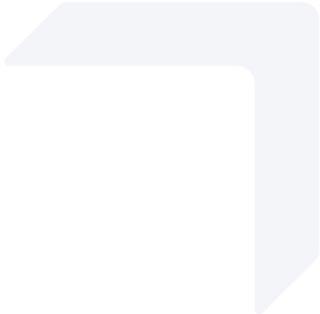| Severity Level	Customer Update	Internal Escalation
P1 - Mission Critical	2 hours or as agreed	1 day
P2 - Severe Disruption	4 hours	3 days
P3 - Problematic	Every Business Day	N/A
P4 - Non-Critical	Every 2 Business Days	N/A
P5 - Information	Every 3 Business Days	N/A

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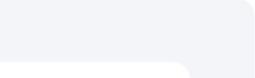
These escalation times represent our commitment to you. Once it is deemed necessary to escalate the problem to the vendor we are then dependant on their service delivery responsibilities. Once a call has been passed to the Vendor, Blue Cube will continue to keep you informed of the status of your call, even if there is nothing to report. Dependant on the severity of the call, if no progress is being shown by the vendor then Blue Cube Security Technical Support will escalate the issue internally to the Technical Support Manager and to your Account Manager. Once your call has been escalated internally the Technical Support Manager and Account Manager will determine the delay in resolution and inform you of the situation. At any time you are entitled to ask for your outstanding call to be reviewed by the Technical Support Manager.

Satisfaction Levels

Blue Cube Security Technical Support is committed to maintaining the following service levels:
- 95% of calls will have a first response within the time listed for the appropriate severity level
- 90% of calls will be escalated to the Vendor and the customer notified, where deemed necessary, within the time listed for the appropriate severity level

Blue Cube Technical Support will contact the customer after each call is closed to request feedback on the level of support received. This may be requested via email, survey link, or phone. Participation is voluntary, but the feedback provided will be used to measure the performance of the Support Team.

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