



West Cloud Support - Welcome and Key SLA Information

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1 West Service Level Agreement for Cloud Customers

We are grateful for your trust in us and our platforms and we take that trust and the responsibility that comes with it seriously.

We will do our best to deliver a great service, which will be to your full satisfaction, but should we fail to meet our targets we'll provide you a credit against your next rental invoice. If you have any doubts about this Service Level Agreement, please contact our Support Management team.

1.1 Service Availability

We aim to provide the Service at all times, and our goal is to provide service availability for 99.99% of the time, subject to the terms of this Agreement.

In the event of an Outage, verified by Us and determined exclusively by Our monitoring system data, which results in the Service not being available for 99.5% of the time or above in any given quarter, excluding planned maintenance events, then We will apply a reduction to the Your rental charge as follows, provided that You report the Outage and make a written Claim for a reduction to the rental charge in writing as detailed below within 14 days of the Outage event occurrence.

You must report any Outage to Our Helpdesk immediately by Telephone or using the Support Portal when it occurs and logging that event as a Critical Ticket.

You must obtain a Ticket Number.

Cases not logged as Critical will not be eligible for rebates under this SLA agreement.

The Helpdesk Ticket Number must be included in any Claim You make which should be submitted in writing to mnfinance@west.com.

We will make commercially reasonable efforts to authorise or reject any Claims within 30 days of receipt.

Where the service level is not met in any given quarter, then West will apply a discount if You make a SLA Claim as detailed above:

Service Level	Maximum Claim
Above 99%	10% of the rental in the month where the claimed Outage event(s) took place rebated against Your next rental invoice.
Between 95% and 99%	20% of the rental in the month where the Claimed Outage event(s) took place rebated against Your next rental invoice.
Between 90% and 94.999%	35% of the rental in the month where the Claimed Outage event(s) took place rebated against Your next rental invoice.
Below 90%	50% of the rental in the month where the Claimed Outage event(s) took place rebated against Your next rental invoice.



If You have terminated your service when the Claimed Outage rebate comes due for payment, then this will be made as Credit Note and a separate payment to You.

In the event of a dispute about the application of this SLA to your account, You must notify Us in writing within 1 month by following the escalation process below. You accept that the Service Credits detailed in this SLA are Your sole and exclusive remedy for any breach of the SLA.

For the avoidance of doubt this Service Level Agreement will NOT apply if the Outage is caused as a result of the following:

1. Scheduled Downtime or Maintenance by Us.
2. Issues beyond the demarcation point of Our data centres.
3. Due to any reason beyond our reasonable control or covered by the Force Majeure clauses of our Hosted Services Agreement.
4. As a result of suspension of your service by Us under the provisions of that Agreement.
5. As a result of a fault on Your equipment, network or configuration thereof.
6. As a result of errors made by You, your subcontractors or agents.
7. As a result of a security breach where Your passwords are compromised
8. Through the use of beta, early access or early adopter software, or any platform that we have not tested, in association with Our service.

1.2 Response Times to Support Requests

Our Support team are available 24 hours a day, 7 days per week, 365 days per annum to assist you.

We will respond to all logged cases within 15 minutes by acknowledging receipt of the Support Ticket in writing by email to the registered email address in our systems for the person who logged the support case by phone or using Our Support Portal at <http://www.westuc.com/support/portal>

For the avoidance of doubt we do NOT accept support cases by email, fax, web chat or any other media.

You will be able to set the Ticket Priority for the case when You log it. We may reclassify your case if We don't believe it has been correctly prioritised. Our decision on case priority is final and if we do reclassify a case then the response times below will apply from the time that we reclassify the case.

The following guidelines should be used for prioritising cases when they are logged:

Priority	Definition
P1	A total system outage affecting all of the customer's users at all locations. A system or security emergency that is significantly impacting production for the majority of Your users. The inability of the customer to be in production due to data import problems or an issue that You feel is causing significant commercial impact to your operations such as issues that prevent you from taking Credit Card payments.

Priority	Definition
P2	A problem that is significantly impacting 30% or more of Your users. Issues that affect security or compliance. Issues that affect reporting which prevent you from billing your clients.
P3	Reporting, Dashboard, Configuration and Data import or export issues. Scoring or Call playback issues for a single user. Issues that affect less than 30% of your user base.
P4	How do I queries and Feature operation queries. Low priority issues which do not require an urgent response.

We will aim to provide a response to your cases from the point that we acknowledge the case and provide a Ticket Reference number as follows:

Severity	Response Time Objective
P1 Critical incidents	We will make all commercially reasonable efforts to provide a response within 15 minutes 24 hours a day, seven days a week, 365 days a year.
P2 Serious incidents	We will make all commercially reasonable efforts to provide a response within 2 business hours.
P3 Standard incidents	We will make all commercially reasonable efforts to provide a response within 8 business hours.
P4 Minor incidents	We will make all commercially reasonable efforts to provide a response within 12 business hours.
Product Improvements	We will aim to provide a response to any product improvement suggestions within 14 days of their being logged but we do not guarantee this.

Business Hours are defined depending upon your location as far as SLA reporting is concerned as follows:

- Customers in the UK and Ireland - 08:30 – 17:30 Monday to Friday on UK working days excluding bank holidays
- Customers in Europe – 09:30 until 18:30 Monday to Friday on UK working days excluding bank holidays
- Customers in North America – 09:00 until 17:00 Eastern Standard Time Monday to Friday on working days in the United States of America excluding National Holidays.



We may often work longer hours on your cases outside these times but this is provided as a goodwill gesture and is not included within SLA monitoring. For example, our engineers are available to work on and discuss Priority 2 – Priority 4 cases between 0700 and 2100 on Weekdays and 0800 and 1800 on Saturdays.

1.3 Resolution Times to Customer Issues

Outside of the demarcation point of Our Data Centres, We are unable to guarantee resolution times due to the integrated and multi-faceted nature of the services We provide.

You acknowledge and accept that You are responsible for the restoration of service by reverting any changes to your operating environment that may have resulted in a service interruption or degradation. For the avoidance of doubt this could include reverting and changes to configuration of, firmware, software or hardware relating to firewalls, networking, security, operating systems or other desktop software.

Within our network, We are responsible for ensuring that service is restored as quickly as possible if there is an Outage.

We will always do this as quickly as possible and we target the following resolution times:

Severity	Resolution objective
P1 Critical cases	We will make our best efforts to return to service in the event of an Outage within our control within 4 hours.
P2 Serious cases	We make commercially reasonable efforts to resolve cases within business 8 hours.
P3 Standard cases	We aim to resolve cases within 48 business hours.
P4 Minor cases	We don't provide a resolution goals or targets for minor cases or for Product Improvements.

Resolution is defined as the solution to the case being provided by Us, or provision of a workaround, or a request for a customer to revert any changes that have caused an issue to occur. We have sole discretion over determination of what constitutes an acceptable solution to a problem or a workaround.

If We fail to reach these service levels for response and resolution consistently over a 3 month or longer period, then You have the right to Escalate this failure to Our management team and request a Service Improvement Plan. We will work with you to provide such a Plan in writing within 30 days.

If We then fail to deliver on this Service Improvement plan, measured by a failure to improve on the statistics for Response and Resolution over the following quarter, then you may make a Claim in writing to mnfinance@west.com and we will provide a service credit reflecting 10% of the rentals paid for the months in question where the service level was not met.

1.4 Escalation Process

If We fail to respond or resolve issues as detailed above, or if we fail to meet your expectations as regards the service provided, then you should be following this escalation process:

Stage	Escalate To
Stage 1	In the first instance, please discuss the issue with the Support representative who is managing your case by adding a "Step" to the support case or by calling our support team on the phone.
Stage 2	If you are not satisfied with their response, and the resolution target time for the priority of the case (as agreed by Us) has been breached, then you should press the "Escalate Case" button in the support portal. This will notify our Senior Engineers who will investigate and contact you to discuss and attempt to resolve the issue or provide a path towards resolution that is to your satisfaction.
Stage 3	If you are not satisfied with the response from our Senior Engineers you should escalate your issue in writing by email to Sam Palmer at spalmer@west.com or contact +44116 2292753.
Stage 4	If you are not satisfied with the response please escalate your issue in writing by email to the Support Manager, Ashraf Karim, at akarim@west.com or contact +44116 2292748.

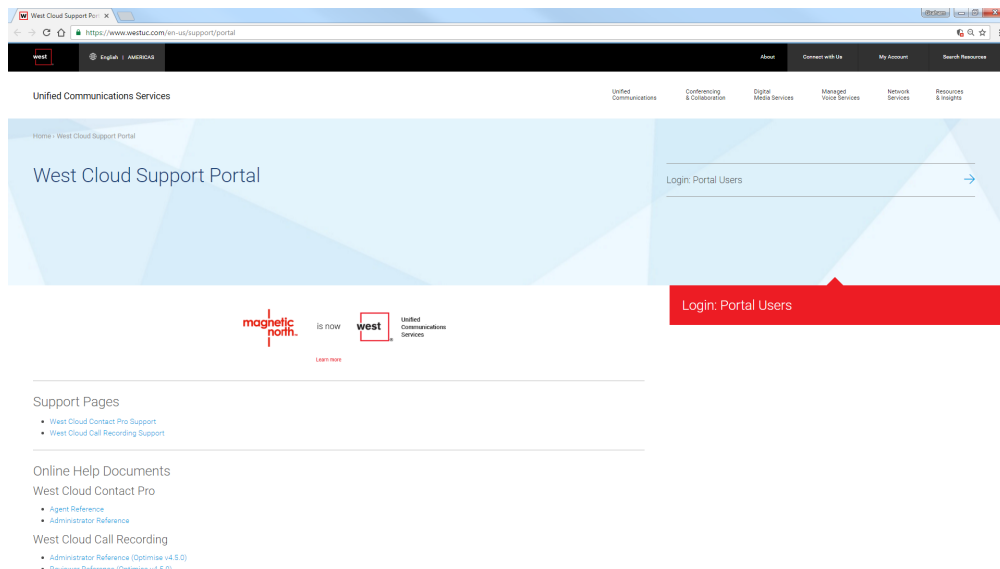
1.5 Definitions

Term	Definition
Outage	An Outage is defined as a total loss in service for all Your users within the tenant group, where the Service is not available at the point of demarcation in Our Data centres. For the avoidance of doubt this excludes any data circuits or phone line which are provided by third party providers and which have their own Service Level characteristics.
You	The company defined in the Hosted Services Agreement as the Customer.
Us / We	West Cloud Contact Solutions Ltd.
Ticket Number	The 6-digit reference number assigned to a support incident case provided by West 's service and support systems when an incident is reported.
Critical Incident	The priority assigned to the case logged by the Customer which must be Priority 1 Critical for the SLA agreement to apply.

2 Contacting West Support

There are two ways you can contact West support to discuss any issues you may have.

- The primary method of contact to be used for all support issues is through our Support Portal.
<http://www.westuc.com/support/portal>



The Support Portal is an invaluable resource of information in which you can log and escalate support issues, view current issues and read updates, notify us of product improvements you would like to see made, access a knowledge base of solutions to common problems, access product help and support documents as well as training videos.

The pages that follow summarise how you can register for Support Portal access as well as how to submit / update / escalate support issues, submit product improvement and configure time of day routing.

- The alternative method of making contact with West Support is by telephone:

From the UK call **0871 426 0055**

From Ireland call **01 531 1846**

From Europe call **+44 116 229 2701**

From the US call **1 866 207 7007**

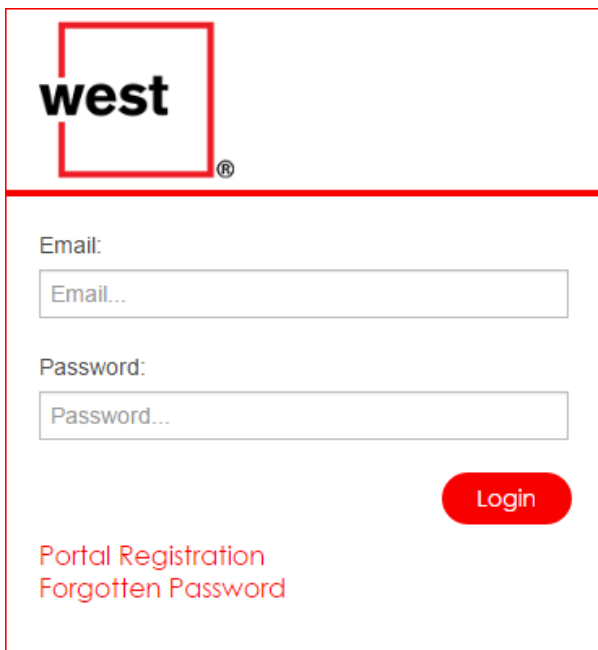
Whenever you log a support issue, whether through the Support Portal or by telephone, you will be provided a six-digit reference number, this allows you to track an issue from submission to resolution and all the update steps that take place in between. If you are not provided with this reference number, please remember to ask for it.

3 Register for Support Portal Access

Registering for access to the Support Portal allows us to link you and your company to any support cases you might raise, or to any improvements you might suggest. To register for access to the Support Portal you must already exist in the West customer relationship management (CRM) application and your company must have an active support contract:

1. Open a Web browser and navigate to <http://portal.westuc.com/>

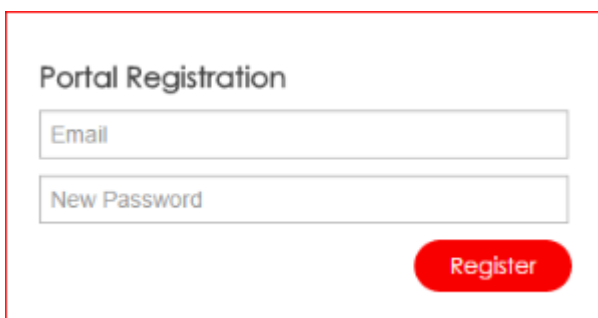
The Support Portal login page is displayed.



The screenshot shows the Support Portal login page. At the top left is the 'west' logo. Below it are two input fields: 'Email:' and 'Password:'. To the right of the 'Password:' field is a red 'Login' button. At the bottom left, there are two links: 'Portal Registration' and 'Forgotten Password'.

2. Click **Portal Registration**.

A registration dialog is displayed.



The screenshot shows the 'Portal Registration' dialog. It has a title 'Portal Registration' at the top. Below the title are two input fields: 'Email' and 'New Password'. At the bottom right, there is a red 'Register' button.

3. Use the **Email** field to specify the e-mail address that you gave us for your main contact details.
4. Use the **Password** field to specify an appropriate and secure password. Ensure that the password you choose includes at least one letter, at least one capital letter, at least one number and be a minimum 8 characters in length.
5. Once you are satisfied with your choice of password click **Register** .



If the e-mail address with which you attempt to register is not already known by West, or if the company with which you are associated does not have a support contract, registration will fail. Presuming registration succeeds the a page will be displayed confirming your portal login details. Should registration fail we are notified automatically and will validate your details.

Once activated you can login by clicking the **Login to Support Portal** link. Alternatively browse to <http://www.westuc.com/support/portal> and login at a later time.

 Please be patient. It might take up to 30 minutes for your account to be activated. Please be patient.

4 Submit a Support Request via the Support Portal

When you encounter an issue that you feel you need to contact support for your first port of call should be to log a new case using the Support Portal. This can either be for a fault or to ask how to do something. If you are a Cloud customer you can also contact your Success Manager to ask for advice and questions about how to use the product, though no service level responses are provided outside of the support system. Logging cases through the Support Portal allows you to track and update issues 24 hours a day, every day of the year.

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **New Case** in the Support Case Tools section of your portal home page.



Or

1. Click **Support** in the horizontal menu system.
2. Followed by **Log a New Case**.



The Log a New Case form will be displayed in which you can detail the issue. Complete the form as fully as you are able to before submitting it. The more information we have, the easier resolving your case becomes. In most cases making selections in the form will automatically set case severity but as guidance we consider:

- A P1 to be a critical issue where the system is down and as a result nobody is able to use the product.
- A P2 to be a serious issue where whilst it is impacting heavily on your business, some users are still able to use the product.
- A P3 to be an important but non-critical issue, and whilst part of the product may be failing, it is not stopping the majority from using the product.
- A P4 to be a minor issue that can be endured without impact and is non-critical.

Should we feel that your issue has been assigned the wrong service level we may change it.

When it comes to telling us about the issue provide us with as much detail as you can, including (but not limited to):

- A detailed description of the issue including
- What you were doing immediately prior to the issue occurring.
- The date and time when the issue occurred (all dates and times if the issue occurs repeatedly).
- Whether the issue can be consistently reproduced and if so how.
- The users that have been affected by the issue.



- Screenshots of any error messages that were displayed.
- If you have access to them log files or Windows event viewer entries that were generated.
- Details of any recent changes that have been made to your system.
- Screenshots, log files and any other files you want to send that may be useful whilst diagnosing your issue can be attached to the case. To send multiple files please compress them into a single ZIP/RAR file.

Once submitted the Support Portal will display a page confirming submission of your issue; additionally, you will receive an e-mail confirmation. Whenever a support incident is logged our team also receive e-mail notification and your issue is added to a central reference dashboard for visibility; for critical issues our managers also receive SMS notification.

5 Update a Support Case via the Support Portal

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **Update** in the Support Case Tools section of your portal home page.



Update
Check, update and close your existing cases

Or

1. Click **Support** in the horizontal menu system.
2. Followed by **Update & View All Cases**.

▼ SUPPORT

- LOG A NEW CASE
- UPDATE & VIEW ALL CASES
- SUGGEST AN IMPROVEMENT
- SEE MY CASE STATS
- SCREEN SHARE

All of the issues you have already submitted will be listed.

The screenshot shows the 'Update & View All Cases' page in the West Cloud Support Portal. At the top, there is a navigation bar with the 'west' logo and menu items: HOME, ▼ SUPPORT (selected), ▼ MANAGE, ▼ PRODUCT, and LOG OUT. Below the navigation bar, the page title 'Update & View All Cases' is displayed with a document icon. The main content area includes a dropdown menu for 'Arrange by: Date Posted' and a red button labeled 'Log a new case'. A list of support cases is shown, each with a colored status indicator (2 in red, 2 in red, 1 in red), a title, a description, owner, status, and dates. The first case is '944604 - Manheim CCPro - Dashboard on Dial31 are not working' with status 'Support Analyst to Research'. The second case is '944578 - The Silver line on Dial40 - Dashboard are not working' with status 'Closed Incident'. The third case is '944550 - Dial40 The Silver Line Agent tool bar failing with Google Chrome' with status 'Closed Incident'.

Issues shown in coloured text are open; those in grey text have been closed as a satisfactory resolution has been reached. The issue status will also reflect whether it is open or closed.

1. Find your issue amongst those listed and click it to view the case. A case overview page is displayed detailing your issue. Each update, whether it's come from you or from us, is displayed as a new section beneath the original submission. You can add updates whenever you need to simply by filling in the form below the most recent update.
2. Use the **Add an update?** field to specify a title for the update.
3. Use the **Notes** field to specify the update in detail. Again please be as detailed as you can.
4. Optionally attach any supporting files.



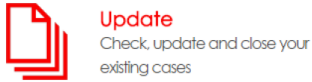
5. Click **Submit Update**.

Our support team will be notified in the same way as for a new case.

6 Close a Support Case via the Support Portal

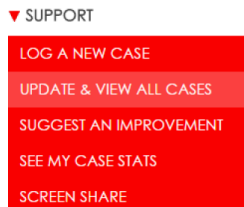
If you have found your own resolution you can close your own issues.

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **Update** in the Support Case Tools section of your portal home page.



Or

1. Click **Support** in the horizontal menu system.
2. Followed by **Update & View All Cases**.

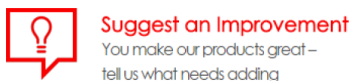


3. All of the issues you have already submitted will be listed. Find your issue amongst those listed and click it to view the case. A case overview page is displayed detailing your issue.
4. Scroll to the bottom of the case and click **Close Case**.
5. A drop-down is displayed from which you can select the most appropriate reason for closing the case. Choose an appropriate reason.
6. Click **Close Case**.

7 Submit a Product Improvement via the Support Portal

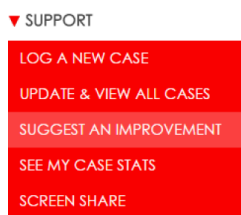
Whilst we design the software, it is you that uses the software on a daily basis and, as such, are often best placed to suggest improvements that we could make or new features that could be introduced. If you have a suggestion that you feel will enhance the product it is simple to tell us about it. We evaluate all suggestions and use the volume received to prioritise our product roadmap. If we choose to include your suggestion it will be time lined and released free of charge to your company and all our customers, whilst they have either a valid Cloud subscription, or a valid support contract. To suggest a product improvement:

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **Suggest an Improvement** in the Other Tools section of your home page.



Or

1. Click **Support** in the horizontal menu system.
2. Followed by **Suggest an Improvement**.



An Improvement Suggestions form is displayed within which you can outline your suggestion. Complete the form as fully as you are able to.

1. Use **1. Product improvement suggestion details?** to categorise your suggestion by product; selecting the most appropriate choices to highlight the area of functionality in which you would like to see improvements made helps us to decide and prioritise on what changes should be made.
2. Use **2. Please enter a short descriptive title for the suggestion** to specify a name by which the improvement can be identified. The more descriptive you make it, the easier it is for us to differentiate between product improvements, but please try and be as concise as possible.
3. Use **3. Please enter details of the suggested product improvement in as much detail as you can** to tell us about the changes you would like to see made. Please be as detailed as you can be; the more information we have immediately to hand the better we can make your suggestion a reality.

When you are satisfied that you have detailed your suggestion as best as you can click **Submit Suggestion**.

8 Internet Remote Assistance and Screen Sharing

All of our support contracts are specified as using remote assistance over the Internet. When appropriate we may ask to use a remote screen sharing technology which allows our engineers to share screens with you, or to view your server consoles. Connections do not require any special firewall or software configuration other than the ability to access the Internet from your computer via a web browser. All remote assistance sessions are recorded at West for our mutual protection and the connection between us is encrypted using SSL and 1024 bit AES encryption for our mutual security.

At the time of writing our remote assistance software is provided by technology purchase from Bomgar, an industry leader in secure, applied-based remote support which submits its source code to Symantec regularly for security auditing and to obtain secure enterprise remote support certification. Please refer to the Bomgar website for further details. The service is hosted from hardware in West's data centres and no third party hosting or recording is used.

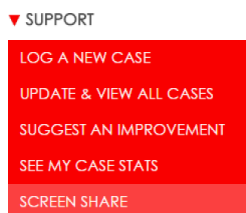
There are a number of ways to initiate remote support. The member of our support team with whom you are talking might ask you to browse to <http://is.westuc.com>. Or if you'd prefer you can initiate remote support from your portal home page.

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **Start Screen Share** in the Other Tools section of your home page.



Or

1. Click **Support** in the horizontal menu system.
2. Followed by **Screen Share**.



A Bomgar client interface page loads listing the names of the support engineers who are currently available. Clicking on the name of the support engineer with whom you are talking will trigger a download of the Bomgar client software. It is the Bomgar client software that allows a secure connection to be created from our Bomgar box to your environment.



Issue Submission

Your Issue

Your Name

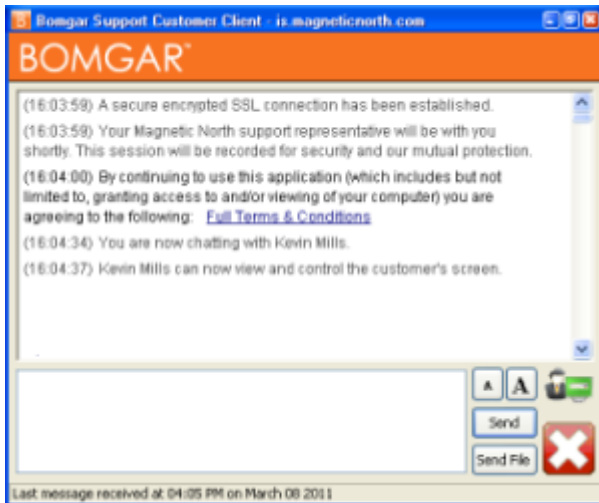
Company Name

Describe Your Issue

Submit

Representatives

19 - Samuel Palmer

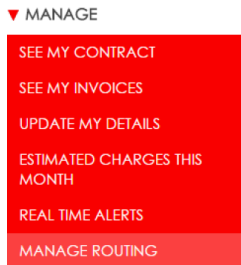


Allow the Bomgar client executable file to download and install. Once the Bomgar client has installed our support engineer will be able to connect to your environment, view and access your desktop and start to diagnose your issue. The Bomgar client also acts as a chat window so you may receive text instructions from the support engineer. You can disconnect our support engineer at any time by clicking the big red X in the Bomgar client. When you disconnect our support engineer the Bomgar client will confirm that all representative activity has been stopped and any granted permissions have now been revoked, before asking you if you would like to end the session and remove the Bomgar client from your computer. Click the **Yes** button to remove the Bomgar client from your computer.

9 Configuring Time of Day Routing

The Support Portal also enables some of our Cloud telephony customers to using Optimise Network Call Recording to configure time of day plans to route phone numbers that we host for them to appropriate destination terminating numbers. Multiple plans can be configured such that, at different times of the working day/week CLIs can be routed to different terminating numbers, or in event of an emergency, your usual weekday routing plan could be swapped to an emergency plan. Whatever your needs for routing CLIs to terminating numbers you can configure an appropriate plan.

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **Manage** in the horizontal menu system.
3. Followed by **Manage Routing**.

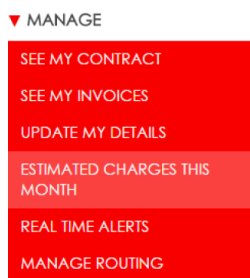


10 Viewing Estimated Monthly Spend & Invoices

Registering for a Support Portal account also enables us to provide Cloud customers with an estimate of current monthly spend and access to all invoices (in PDF format) that have been generated since the start of a relationship with West.

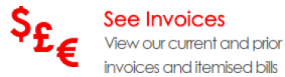
To view an estimate of your current monthly spend:

1. Log into the Support Portal, <http://www.westuc.com/support/portal>
2. Click **Manage** in the horizontal menu system.
3. Followed by **Estimated Charges This Month**.



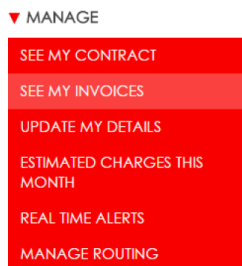
To view any of the detailed invoices that have been generated since the beginning of your relationship with West :

1. Click **See Invoices** in the Other Tools section of your home page.



Or

1. Click **Manage** in the horizontal menu system.
2. Followed by **See My Invoices**.



3. All invoices that have been generated for you are listed. Click any invoice to save a copy to local storage. All invoices are provided as PDF files (Portable Document Format) and require Adobe Reader to view.

11 Success Management

West provides a success management program for our Cloud customers. Success Managers own your operational relationship and remain with you as your trusted advisor throughout the lifetime of your relationship with West. Success Managers are neither from a sales background, nor are they from support; they have no commercial targets and have typically run call centres themselves or have deep industry understanding. Your Success Manager understands you and your business, having partnered you from the day of your activation, and so is best placed to provide ongoing advice and bring you the best results whilst provide insight about the weekly and monthly reports that are generated and sent to you automatically.

West success management has a four phase life cycle:

- Acquisition
Accompanying you from the point of sale to being ready for service.
- Activation
Onsite or remote activation by your named Success Manager, including configuration, training and hand-holding when you go live to include floor walking and staying on site for an agreed period of time to optimise campaign efficiency, dependent upon the size of your business and complexity of your campaigns.
- Intensive Care
Daily conferences to review progress after go live, leading to weekly and then fortnightly progress calls.
- Business as Usual
Monthly conference calls or site meeting (again dependent upon the size of your business) to review campaign performance and provide suggestions and advice. Where appropriate a support service manager may also join the call to provide support input (as this is not the role of the Success Manager).

Your Success Manager is then available by e-mail, or by telephone, to respond to your questions whilst you use the product. As Success Managers are often found in the field they will not always be immediately available to respond to you. If you need a quick response West suggests that you log a 'how do I?' question, or case, with support using the Support Portal . Our Success Managers also run free monthly webinars, using Citrix GotoWebinar technology and conference calls, to allow both new and existing employees to get up to speed with refresher training on core concepts.