

Vision (Amita) I.T Support Levels

Severity Levels

Vision operates 4 severity Levels

Severity	Description
Business Critical	A critical system is unavailable, and the business cannot currently function. Multiple users are affected.
Urgent	A request has a timescale that is urgent. This may be because a system is unavailable but equally could be an individual request.
Normal	The request is non-urgent.
Low	The request has no timescale.

Response Times

The response time measures how long it takes for Vision to respond to a support request once it has been logged on our system, if the request has been made via the support number.

Vision is deemed to have responded when it has logged the request, and a ticket has been raised on the system and then contact has been made with customer/company to either provide a solution or request further information.

Severity	Response
Business Critical	Within 1 hour (Within 1 hour (Includes on site presence where the site is within 1 hour commute of Vision offices otherwise response is remote).
Urgent	Within 4 hours.
Normal	Within 7 hours.
Low	Within 5 days.

Activities, Services and Products

Vision will provide a number of specific activities, services, and products for Vision Mobile UK Ltd (BSK) and details of these are described in the table below along with the frequency and purpose.

Activity	Frequency	Notes
Services		
Telephone Support (9am-5pm)	As required	Unlimited telephone support for any issues arising with the IT.
Remote Support (9am – 5pm)	As required	Unlimited Remote connectivity for any issues arising with IT.
On Site Support (9am – 5pm)	As required	Customer can request a physical onsite visit for any issues relating to their IT for which they wish an onsite presence.
Software monitoring and Anti-Virus enabling.	Per device	Vision will install software agents per device to enable the monitoring, remote support, Anti-Virus and other associated services as part of the contract.

The Support Desk can be contacted on the free phone number **0800 689 0008** or emailed at support@amita.co.uk or care@visiontelecomsolutions.co.uk It is always advised that a call to the Support Desk is made in the first instance to log a ticket.

You can also view our Customer Portal where jobs can also be logged and viewed.

Excluded Services

Vision will provide the additional services listed below which are invoiced separately as required.

Activity	Frequency	Notes
Services		
Licensing, hardware and software procurement	As required	The specification, recommendation and procurement of any software services, licenses, hardware and software.
Software Development	As required	The provision of software development and associated consultancy and QA testing of any bespoke software development undertaken or instructed.
Project Work	As required	Any work that is mutually agreed is a Project. This work would be invoiced separately.
Connectivity and VOIP	As required	Broadband, leased lines and telephony is invoiced separately.

Auto-Renewal Contracts

The contract will “auto renew” for 12 months unless written termination is received, 90 days before the contract end. The fee is non-refundable. Time is logged against jobs raised and this is monitored on an ongoing basis for reporting purposes.

Unlimited Support Contracts only - charges & conditions

all-inclusive charge that covers everything covered in this contract with the following exceptions: Support time is invoiced (per device) to enable support to be provided. Additional devices may be added at any time during the contract term and will be billed at the same per-device rate. A reduction in the number of supported devices is not permitted during the contract term and may only be applied at the renewal date or early termination charges will apply

- Support will be provided during office hours of **9am** and **5pm**, excluding bank holidays.

Incidents raised outside of 9-5 will be dealt with within the next available 9-5 time frame.

- Or alternatively, if support is required out of hours:
- Support outside of office hours can be obtained via Amita’s 24/7 helpline, but this is charged at an additional premium rate which is double time (see out of bundle rates) , plus travel time if required.
- Unlimited Support per device will be reviewed each quarter, any abnormal use or excessive use may result in cease of the unlimited support contract