



Kalibre Support & Maintenance Additional Terms and Conditions

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1 Introduction

1.1 Purpose

This document details the additional Terms and Conditions associated with the Kalibre Software Support and Maintenance Agreement.

1.2 Scope

This document covers the following details of the Kalibre Software Support and Maintenance Agreement:

- Customer Responsibilities;
- Support engagement process;
- Logging support calls;
- Case severity levels;
- Escalations;
- Hours of operation;
- Software updates;
- Versions supported;
- Notification and access to patches;
- Reporting.

2 Terms and Conditions

2.1 Customer Responsibilities

2.1.1 Support Contract Maintenance

The Customer must ensure that it maintains a current, fully paid Kalibre Software Support And Maintenance Agreement (“the Agreement”) in order to have the benefit of the Support and Maintenance services outlined in the Agreement (including those described in these Additional Terms and Conditions).

The Term of the Agreement may be extended by acceptance of Kalibre’s annual Agreement renewal notice.

Kalibre will issue renewal notices for the Agreement on an annual basis. Upon receipt of the renewal notice, the Customer is required to provide Kalibre with written notification of its acceptance of the renewal of the Agreement, including payment of the relevant Support and Maintenance Fees for the relevant renewal period. Kalibre is not obliged to provide any Support and Maintenance services in the absence of this written acceptance of renewal.

2.1.2 Platform Maintenance

Kalibre may provide recommendations as to the maintenance of the software, along with hardware, operating systems and databases underpinning the systems on which the Customer is running the Kalibre software. It will be the Customer’s responsibility to ensure the deployed systems conform to these recommendations and that these maintenance procedures are implemented on the systems.

The Customer must notify Kalibre of any planned operating system, driver or database patches, service packs, updates or changes to the hardware or software systems on which the Customer is running the Kalibre software (“System Changes”).

Kalibre cannot warrant the operation of the Kalibre Software where System Changes adversely affect the operation of the Kalibre Software, nor is it able to warrant that all potential adverse impacts on the operation of the Kalibre Software can be identified before such System Changes are implemented. However timely notification by the Customer of such prospective System Changes will improve Kalibre’s capacity to determine whether adverse impacts are likely.

2.1.3 Vigilance & Early Notification

Kalibre requests that the Customer watch for signs of abnormal operation and report those incidents to Kalibre prior to a service affecting incident occurring. This will minimise the disruption caused by such incidents, as Kalibre may be able to investigate and resolve the underlying issue before the system is affected.

2.1.4 Nomination of System Owners

The Customer will nominate and provide contact details for a system owner. The system owner will be included in all support related communications and will be a point of escalation.

2.1.5 First Line Support

It is the responsibility of the Customer to provide first line support. This involves the following:

1. Characterising the problem;
2. Screen-shot (if possible) illustrating the problem that has occurred;
3. Provide detailed steps to reproduce the problem.

Once these steps have been completed a Support Request may be logged with Kalibre (refer to the following sections).

2.2 Support Engagement Process

2.2.1 Contact Points

Type	Details
Telephone	1300 865 250
Email	support@kalibre.com.au
Web	https://kalibre.zendesk.com/

Table 1 – Support Contact Points

2.2.2 Case Severity Levels

The table below defines the severity levels that will be assigned to the Support Cases.

Level	Description
Severity 1	An error is classified Severity 1 when it produces a situation in which the software: <ul style="list-style-type: none"> • Is unusable; • Loses information or data; • Fails catastrophically in response to internal errors, user errors, or incorrect input files; • No software work-around is available.
Severity 2	An error is classified Severity 2 when it: <ul style="list-style-type: none"> • Produces incorrect results; • Produces a detrimental or serious situation in which performance (throughput and response) of the software degrades such that there is a severe impact on use; • The software is usable but incomplete; • A customer critical report, such as a financial report, is offering incorrect results; • One or more commands or functions are inoperable; • The use of the software is otherwise significantly affected; • A software work-around may be available but causes difficulty in implementation.
Severity 3	An error is classified Severity 3 when it: <ul style="list-style-type: none"> • Produces an inconvenient situation in which the software is usable but does not provide a function in the most convenient or expeditious manner; • A software or functional workaround is available.
Severity 4	An error is classified Severity 4 when it: <ul style="list-style-type: none"> • Produces a noticeable situation in which the use or appearance of the software is affected in some way, but not in such a way as to inhibit or detract significantly from its operation; • A software or functional work-around is available.

Table 2 – Support Case Severity Levels

2.2.3 Case Logging Process

The table below details the Support Case logging process to be followed under this Statement of Work.

Step	Detail
Initial Case Logging	As part of the case logging process, the following information will be provided by the Customer representative logging the case: <ul style="list-style-type: none"> • Name of the system. • Name of software. • Description of issue (including screen-shot if possible). • Steps to reproduce issue. • Impact of issue. • Customer contact information (phone number, email address, contact preference). <p>In the case of a case logged by phone, the operator will request these details</p>

Step	Detail
	during the call. In the case of a case logged by email or online, this information must be provided as part of the case details.
Case Triage	Based on the information gathered, the Kalibre Support Engineer will triage the case according to the Case Severity Levels as specified in Section 2.2.2.
Investigation & Resolution	Once triage has been completed a Kalibre Support Engineer will access the system (or work with a Customer representative if direct access is unavailable) and investigate the problem. Resolution may be made directly by the Support Engineer in consultation with Customer.
Customer Notification & Updates	Kalibre will provide case updates via phone and/or email based on the following schedule: <ul style="list-style-type: none"> Severity 1 cases – Every 4 hours (during hours of operation). Severity 2 cases – Every 8 hours (during hours of operation). Severity 3 cases – Daily. Severity 4 cases – Weekly.

Table 3 – Support Case Logging Process

2.2.4 Escalation Process

The Customer has the right to request an escalation if they feel that the case is not progressing. This escalation may be requested from the assigned support engineer at any point during the call.

The Kalibre Support Manager will respond to any escalations within 4 working hours.

2.3 Hours of Operation

2.3.1 Telephone Support

Kalibre will provide telephone support based on the following criteria:

Criteria	Details
Hours of Operation	The Kalibre telephone support line will be manned based on the following schedule: Monday to Friday: 9:00am to 5:00pm Saturday and Sunday: Closed Victorian Public Holidays: Closed
Call Handling	Calls made to the telephone support line will be triaged by a support operator.
Call Response	A Kalibre support engineer will respond to the support request within 4 working hours of the initial call.

Table 4 - Criteria for Telephone Support

2.3.2 Online Support

Kalibre will provide online support based on the following criteria:

Criteria	Details
Hours of Operation	Calls can be logged online at any time. The Kalibre online support service will be manned based on the following schedule: Monday to Friday: 9:00am to 5:00pm Saturday and Sunday: Closed Victorian Public Holidays: Closed
Call Handling	Calls logged via the Kalibre online support service will be distributed to the Kalibre Support Team members immediately upon receipt.
Call Response	A Kalibre support engineer will respond to the support request within 4 working hours of the case being logged.

Table 5 - Criteria for Online Support

2.3.3 Email Support

Kalibre will provide email support based on the following criteria:

Criteria	Details
Hours of Operation	<p>Emails can be sent at any time. The Kalibre email support service will be manned based on the following schedule:</p> <p>Monday to Friday: 9:00am to 5:00pm</p> <p>Saturday and Sunday: Closed</p> <p>Victorian Public Holidays: Closed</p>
Email Handling	Emails sent to the Kalibre support email address will be distributed to the Kalibre Support Team members immediately upon receipt.
Email Response	A Kalibre support engineer will respond to the support request within 4 working hours of the initial email.

Table 6 - Criteria for Email Support

2.4 Software Updates

Subject to the terms below, a current Kalibre Software Support & Maintenance agreement entitles the Customer to any software updates that may be released by Kalibre containing bug fixes, enhancements or new features. These updates are free of charge.

2.4.1 Versions Supported

Kalibre will provide support for the current version of software, along with the immediately preceding version of the software, provided that the software is used with the hardware or software as specified in Kalibre documentation for that specific version of Kalibre software.

2.4.2 Access to Updates

Kalibre will make available on its web-site any updates for Kalibre software that can be installed by Customers. Any patches or updates that require installation by Kalibre support personnel may only be accessed and applied by Kalibre support personnel.

2.4.3 Notification of Patches and Updates

All Customers with a current Support & Maintenance agreement will be notified of any patches or updates for associated Kalibre software. This notification will be via e-mail, and details of any patches or updates may also be made available on the Kalibre web-site.

2.5 Services Excluded

The following services do not form part of the Support and Maintenance services provided by Kalibre and are expressly excluded:

1. Training on the Kalibre software.
2. Support of the systems' underlying server platforms, including hardware, operating systems and databases.
3. Support services arising from the upgrade of the platform operating system or database by Customer employees (other than with the written agreement of Kalibre).
4. Support services arising from Customer damaging or intentionally removing the Kalibre software, underlying operating systems or databases.
5. Support services required to repair damage caused by web browsing from any server hosting the Kalibre software, where the web browsing causes the download and/or installation of harmful software onto any server hosting the Kalibre software.
6. Support services required to resolve problems caused by neglect, lack of backup or lack of maintenance suggested by Kalibre for the underlying operating systems and databases.

2.6 Reporting

All support cases may be accessed online, and progress tracked at <https://kalibre.zendesk.com/>.