



**We are small to medium business web design and marketing specialists**

# **Your Service Level Agreement (SLA)**



# Service Level Agreement

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## Introduction

This Service Level Agreement (SLA) identifies what Smart Domain Group Ltd Customers should expect from us with regard to day-to-day online services and website support during normal operation. It specifies the default services and commitment of Smart Domain Group Ltd and the expectations and obligations of the client.

The information set out in this document is in addition to our standard Terms and Conditions (not a replacement of) which can be found on our website at: <https://www.sdgwebdesign.com/about-us/terms-conditions>

For the remainder of this document Smart Domain Group Ltd will be referred to as SDG.

## Service Levels

There are four Standard Service Levels that SDG provides. The limit of support and service that a Customer is entitled without further charge is dependent upon the Service Level subscribed to. These are detailed below.

**Platinum – Two hours of serviceable time.**

**Gold – Two hours of serviceable time.**

**Silver – One hour of serviceable time.**

**Bronze – No serviceable time.**

The Service Level applicable to your account is stated on the annual hosting/service invoice. The serviceable time supplied within each of the Service Levels is valid for 12 months from the date of renewal. Any unused serviceable time cannot be “rolled-over” to the next 12-month period.

## Included in the annual support contract

The serviceable time included in the contract and renewed each year may be used for the following:

- **Email support.**

Limited support for Mobile Devices is available.

It is ultimately the Network Provider and/or Device Manufacturers responsibility to provide this support. SDG reserves the right to refer the Customer to the Manufacturer/Network and/or charge for support for these devices.

- **Display issues.**
- **Small cosmetic changes to the website / email stationary**
- **Content changes (text and images) to the website / email stationary.**
- **Product training and advice.**

## Excluded from the annual support contract

- **Repeat or large scale training requirements.**
- **Programming (Functional or behavioural site changes or development).**
- **Site optimisations for browser compatibility as a result of browser updates.**
- **Large scale graphical or styling changes.**
- **Support for third party applications/services (products not from SDG).**
- **Support to correct errors caused by third parties and/or authorised contacts (external design agencies, changes in law etc.).**

The above Excluded items will be quoted for and scheduled for completion upon payment received. The above list is not an exhaustive list and if in any doubt please contact SDG. SDG will notify you if your request is excluded.

## Serviceable time usage and exhaustion

The time taken to complete each request/query raised by the Customer will be deducted from the serviceable time available on the account. Unless agreed in writing to the contrary, when the Serviceable time on the account is exhausted any further requests will be quoted for and subject to our hourly rates (See Terms and Conditions). Requests will be scheduled for completion on acceptance of quote and payment received in full.

At this stage and if the Customers' requirements are ongoing, SDG would recommend the Customer considers a dedicated support agreement. ([See reasonable limits](#)).

## Contacting support

Support services are staffed between 9.00am and 5.30pm Monday – Friday excluding bank holidays and responses will only be provided during these times.

SDG staff cannot complete any Customer requests without the request first being logged in the Customer Support Ticket System (see [Customer Support Ticket System](#)).

## Out-of-hours

Emergency/Critical support is available outside of these hours. The number is obtained by calling our main telephone number 01634 810600 and listening to the message.

Use of this number for non-critical/emergency support is chargeable at our hourly rate (Please see T&C for our hourly rates and the table at the end of this document to determine if your support requirement is critical).

## Customer support ticket system

SDG utilise a dedicated Customer Support Ticket System to raise and manage all enquiries available at the following address: <http://support.smartdomaingroup.co.uk>

The online ticket system is the preferred method of notifying SDG of any support requirement and is the quickest route to obtain support.

All Customer requests will be logged within our ticket system whether directly by email or as a result of a Customer call.

The response and resolution time is dependent upon the nature of the enquiry/request and are completed in order of priority (Please see [Priorities, Actions and Responses](#) table at the end of this document).

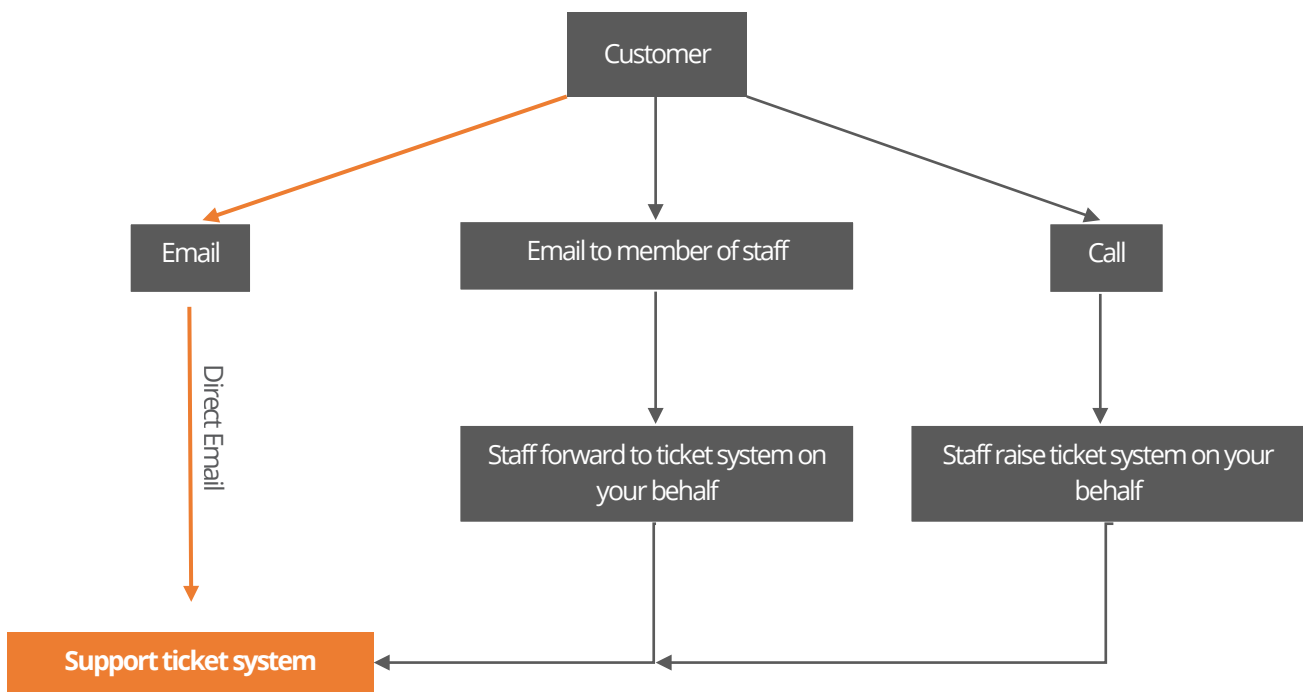
The ticket system is available 24/7 and will automatically generate a notification indicating your request has been received containing a unique priority/job reference number. The reference number should be quoted in all further communications relating to the issue.

## Routes, journeys to support

The quickest and most efficient way for Customers to log/raise a request for support or changes is to email our ticket system directly.

Emails sent to individual members of SDG staff will result in delays as the member of staff may not be in the office at that time and the Customer will have to wait until the member of staff has returned and forwarded the email to the ticket system on the Customers' behalf.

The diagram below illustrates the fastest route to obtaining support.



**Note:** If the call route is selected the time spent on the call will be deducted from [Service Levels](#) .

## Request procedures and timescales

### Support requests

If the request is of a support or technical nature (emails, domains etc.), Customers must send an email directly to [support@smartdomaingroup.co.uk](mailto:support@smartdomaingroup.co.uk). We aim to investigate and in most cases resolve support issues the same day.

Clients should always aim to provide the following information:

1. Full description of the problem.
2. A copy/description of any error messages.
3. Full URL's (web addresses) where the problem was experienced.
4. User log on details if the problem was specific to a particular user account.
5. Time and date of when the problem was first experienced.
6. Internet browser and operating system versions.
7. Screenshots/captures where necessary.

Charges may be applicable where errors have been caused as a result of client misuse or third parties.

A new ticket should be raised for each new/separate support request. Please do not reply to old tickets unless your request specifically relates to the subject of the previous support request.

### Change / amendment / PCP requests

If the request relates to changes to the website/service (PCP request), Customers must send an email directly to [pcp@smartdomaingroup.co.uk](mailto:pcp@smartdomaingroup.co.uk).

PCP requests are investigated and completed where possible the next working day. If the Customer's request is of a time sensitive nature the request must be logged in the ticket system by 9am on the day that the Customer would like the request completed.

A new ticket should be raised for each new/separate request. Please do not reply to old tickets unless your request specifically relates to the subject of the previous request.

Please provide the following information:

1. Full instructions on what you would like achieved. Our staff complete requests to Customer instruction. Please do not assume something will be completed if it has not specifically been asked for and instructions provided.  
In cases where the Customer has not provided enough information to complete the request, a member of staff will contact you for clarification and your request will re-join the queue for the next working day.
2. Full URL (web address) of the website and specific pages you would like the changes completed on (if not clear in the instructions provided in step 1).

## **Third parties and additional account contracts**

SDG are happy to work with third parties and additional account contacts appointed by our Customers. However, in the interests of security we must have written authorisation from the main account holder to liaise with those third parties. SDG will not enter into discussion or complete third party/additional account contact requests without this prior written authorisation.

SDG will complete any requests within the acceptable requests list above, raised by authorised contacts and third parties and deduct the time from account. This also includes any time spent conversing with third parties either by email or telephone.

SDG will not be liable for any requests made by authorised third parties and/or contacts.

It is the Customers' responsibility to inform SDG when a third party and/or contact is no longer authorised to make requests on their behalf.

## **Reasonable limits**

In order for SDG to provide a consistently good service to all Customers, SDG will regularly review and monitor support usage.

If SDG believe your support requirement is no longer deemed to be within our reasonable limits and will impact on our other Customers, then a new dedicated support agreement will be proposed.

The new support agreement will be based on a mutually acceptable increase in support fees, increased standard limits of support or a reduction of support usage.

Customers who feel they would benefit from a dedicated support agreement are welcome to contact SDG at any time to discuss their requirements in greater detail.

### **For SEO Customers:**

When Customers have an SEO contract with SDG, SDG may at its sole discretion and when agreed with the Customer, utilise time budgeted for SEO to complete customer requests when the customers' account has exhausted the SLA serviceable time without the Customer incurring additional cost. The time utilised to complete the request(s) will be deducted from the SEO contracted time, Customers should be aware that this will reduce the amount of time that can be spent optimising the site and/or may have an impact on their projected search engine results performance for that period.

## Priorities, actions and responses

Requirement/Issue	Action Required by Customer	Response Time	Action Required by SDG	Resolution Timescale*	Availability
<b>Site / Email server offline</b>	N/A	N/A	Investigate / resolve issue to resume normal operation.	Immediate	24/7
<b>Specific pages of site offline</b>	Raise support ticket with detailed information.	Within 1-2 hours	Investigate / resolve issue.	Same day	Mon-Fri 9am-5:30pm
<b>Error that prevents site usage</b>	Raise support ticket with detailed information.	Half day	Investigate / resolve issue.	Same day	Mon-Fri 9am-5:30pm
<b>Error that affects small area/portion of site but doesn't prevent usage.</b>	Raise support ticket with detailed information.	Half day	Investigate / resolve issue.	Next working day	Mon-Fri 9am-5:30pm
<b>Small change</b>	Raise PCP Ticket with detailed instructions.	Next working day	Investigate Customer request. If chargeable provide quotation otherwise complete.	Next working day.	Mon-Fri 9am-5:30pm
<b>Additional / amended functionality</b>	Raise PCP Ticket and provide information on full requirements.	Next working day	Quote Customer.	Varies due to complexity 1-2 days.	Mon-Fri 9am-5:30pm
<b>Advice</b>	Raise PCP ticket.	Next working day	Provide Customer with advice.	Next day	Mon-Fri 9am-5:30pm
<b>Domains</b>	Raise support ticket and provide instruction.	Half day	Investigate Customer request. If chargeable provide quotation otherwise complete.	Same day	Mon-Fri 9am-5:30pm
<b>Additional / amend email account</b>	Raise support ticket and provide instruction.	Half day	Investigate Customer request. If chargeable provide quotation otherwise complete.	Same day	Mon-Fri 9am-5:30pm

Legend: **Critical Priority** – **High Priority** – **Medium Priority** – **Low Priority**

Note: \*Resolution timescales are affected by speed of feedback from Customers as well as the discovery of any other issues during the investigation. It is important that the Customer is prompt with replies and/or provides enough detailed information in the first instance.