

# Support Service Level Agreement

February  
2021

# 1. General Overview

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This document defines the level of service provided by Web Results Direct Limited in respect of support which may be required that arises from our web design, hosting and digital marketing services. Our objective is to always provide a high quality of service to eligible clients by allowing the prioritisation of support requests and responding within specific timeframes.

## 2. Service Description and Scope

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This Support Service Level Agreement specifically relates to those clients which have an agreed payment plan or other support arrangement in place, whether that be a maintenance plan, a fixed or variable allocation of time for support and development work, or an agreed hourly rate for such work.

Clients that do not have such an agreement should contact us and we will be pleased to discuss what support options might be suitable.

This agreement covers any support or hosting services that have been explicitly agreed between the client and Web Results Direct either by way of email or other documented method.

For clients on a monthly plan, a maximum of one month's unused time may be carried forward to the following month.

## 3. Requesting Support

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Web Support is provided primarily by opening a ticket via our dedicated support ticket system: <https://webresultsdirect.com/support>. You will need to register your free account if you do not already have one with us.

After you have opened a ticket an automated response will be sent confirming that your request has been received and a reference number will be provided. Please quote this number if following up a support ticket. Requests made via the support ticket system are processed during normal hours of operation as described in section 4. below.

If submitting more than one support request of a similar priority level you must tell us if you want these dealt with in a certain order, otherwise, they will generally be processed in the same order that we receive them.

Where we receive multiple requests for work from different people at the same company, these will generally be dealt with in the order they are received, unless you tell us otherwise.

Where a support request is received that is of a higher priority than an existing request, unless you tell us otherwise, the higher priority request will normally be dealt with first.

## 4. Service Hours

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Web support is provided between **9.30am and 5.30pm Monday to Friday**.

Unless urgent (see response times table below), tickets that are raised after 3.30pm will be processed and responded to the next working day.

Out of hours email requests or telephone messages will generally be responded to the next working day.

## 5. Response Times

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Web Result Direct will use the following guidelines to prioritize web support requests, with the goal of starting work on the problem within the target timeframe.

Other than level 1 requests, tickets that are raised after 3.30pm will be processed and responded to the next working day.

Priority Level	Category	Example of Type of Issue	Approx. Response Time
1	Urgent	Website goes totally offline or is hacked	Within 2 business hours
2	High	Major functionality issue, such as important pages not loading properly or forms not working	Within 4 business hours
3	Normal	General updates/changes or minor functionality issues	Within 1 business day
4	Low	All other low priority requests	Within 3 business days

**Note that the above are response times. We will aim to respond within these timeframes and will then provide an estimated fix time.**

In the event of an urgent situation arising outside or working hours, please email [emergency@webresultsdirect.com](mailto:emergency@webresultsdirect.com) and we will do our best to assist if at all possible.

## 6. Support Limitations

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There may be times when we are unable to reply to support requests within the response times shown in the above table due to circumstances outside of our control, such as technology outages or other external factors. In such instances we will aim to respond as soon as we are able.

Actual response times may be shorter or longer than stated in the above table, depending on the volume of requests being handled at any one time.

## 7. Customer Responsibilities

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Customer responsibilities in relation of this Agreement include:

- Using the contact methods described in section 3. (above) to request support services,
- Providing sufficient and accurate information to allow us to assess the problem and provide an estimated fix time,
- Updating us with any changes or additions to the support request that might occur between the request being raised and us fixing the issue,
- Providing any information required for us to complete the work e.g. logins, images, copy etc.

## 8. Escalation and Complaint Resolution

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If for any reason you are not satisfied with the level of service received in relation to a web support request, please contact your account manager or our Client Services Director Sam Morris-Warburton [sam@webresultsdirect.com](mailto:sam@webresultsdirect.com)

Your case will be reviewed, and we will respond to you with the action taken.

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