



Support Services

Agreement

This document describes the support and service level commitments for the Service. Capitalised terms used, but not defined, in this document have the meanings given to them in the Licence Agreement located at: <https://medi-map.co.nz> or <https://medi-map.com.au> (Licence Agreement).

Definitions

Defect means any material defect, error or omission in the Service, including material non-compliance with the Licence Agreement, including any Documentation.

Support Services

The Support Services will comprise the following:

- (a) the remedy of any Defects in or with the Service which are notified by the Customer to Medi-Map in accordance with this document or which Medi-Map otherwise becomes aware;
- (b) telephone and email support in relation to the Service.

Support Services Hours

9:00 to 17:00 on business days in the location that the Customer is using the Service, where a business day is any day that is not a Saturday, Sunday or public holiday in that place.

Raising incidents and requesting support

During the Licence Period, the Customer and any of its End Users may raise a ticket for Support Services by using the contact details below:

Customer location	Email	Free phone (during and outside of the support services hours)
New Zealand	support@medi-map.co.nz	0800 298 363
Australia	support@medi-map.com.au	1800 431 420

Business impact severity ratings

When reporting a Defect or requesting Support Services, the Customer should designate the business impact severity rating that it thinks will apply. If Medi-Map does not agree with the designation then it may, acting reasonably, amend the designation.

The business severity ratings that could apply to any request for Support Services are as follows:

Business impact severity rating	Description
Priority 1 (critical)	A total system or system component problem in which the Service is down and no procedural workaround exists. End Users are unable to continue working-needs immediate attention.
Priority 2 (High)	A partial system or system component problem or severely reduced performance of a system or system component causing significant impact on multiple End Users, or a critical function of the Service. The Service can be used or a work around is available, but it has a significant impact on the End User experience.
Priority 3 (Medium / Low)	A problem with or inhibited performance of a system or system component affecting End Users which is non-critical.

Service levels

Actions	Business impact severity rating		
	Priority 1 (critical)	Priority 2 (high)	Priority 3 (medium / low)
Initial response timing	15 minutes during and outside of the support services hours	1 hour during the support services hours	24 hours during support services hours
Progress update timing	Every 30 minutes unless other agreed, during and outside of the support services hours	Every 60 minutes during the support services hours	Every 24 hours during the support services hours

Please note that Medi-Map does not make any commitments to its Customers as to resolution times.

Service availability

The Service will be available on a 24 hours per day, 7 days per week, 365 days per year basis, except for notified periods of short scheduled maintenance.

The monthly minimum uptime percentage for the Service (excluding scheduled maintenance and subject to the limitations and exclusions) is 99.7% in any 30 day period.

Scheduled maintenance

Medi-Map will inform all users of planned maintenance by email at least 5 business days in advance. In this notice, Medi-Map will give details of the date and time and any expected down-time for the scheduled maintenance.

Limitations and exclusions

The provision of Support Services by Medi-Map does not include:

- (a) support for the negligence or misconduct of the Customer or its End Users;
- (b) support for issues which are outside of Medi-Map's control (such as network connectivity issues, force majeure events and issues and outages caused by third parties of the Customer);
- (c) rectification of errors caused by incorrect use of the Service by the Customer or its End Users (including by unauthorised users or using the Service with non-authorised third party materials); and
- (d) assistance with defects or issues with Customer supplied equipment, applications and systems.