ALLOY END USER TECHNICAL SUPPORT SLA

End User Technical Support is available from 8:30 a.m. to 5:30 p.m. Monday through Friday, excluding all public holidays.

1. Accessing Alloy Support

There are three ways End User customers can contact Alloy Computer Product's Technical Support services:

- Phone: (03) 8562 9000

- Email: support@alloy.com.au

- Live chat: www.alloy.com.au

2. Initial Response

The method used to request support will determine the response times from the Alloy Computer Products Support Team.

Response is defined as a "good faith" effort to communicate with the customer using the contact information provided by that customer. Response may be via phone or voice mail, or email.

Service level response times to support requests are measured once a request is submitted via the three methods outlined in section two; Accessing Alloy Support. Other forms of contact may affect the ability of Alloy to meet the requests in a timely fashion. Examples include:

- Direct emails to individual support personnel

- Direct phone calls to individual support personnel

Phone – End user support enquiries are filtered through a high priority call queue, if the support call is not answered within 10 minutes and a Voicemail is left, Alloy Support Team will endeavour to respond to you within 2 hours.

Email – Alloy will respond to your email support request within 2 hours and issue you with a case number.

Live Chat – End user support enquiries submitted via Live Chat that are not answered within 10 minutes and an email is sent via the live chat system, Alloy will respond within 2 hours and a case number will be issued.

If a support request is submitted after 3:30pm, Alloy cannot guarantee SLA.

3. Ticket Conditions

One support ticket will be deducted from your account when a request is raised to the Alloy Support Team. Methods that constitute a new case are; email, telephone call, Live Chat request, or in person.

Upon case creation, the support request will be logged in the system against your account and an email will be sent with the subject of the issue, and the remaining support ticket total on the account.

A valid email address must be provided to the Alloy Support Team upon case creation.

4. Support Ticket Resolution

If a case is logged with the Alloy Support Team and there is no response after a 2 week period, the case will be deemed as resolved and the ticket will be closed.

When a case is deemed as closed, an email will be sent out to the original email address advising the case has been closed, with the ticket subject and the remaining support ticket total on the account.

Cases that have been closed for over 2 weeks cannot be reopened, and a new case must be created.

5. Conditions

- Alloy reserves the right to amend SLA time frames and operating hours at any time, without notice.

- Alloy's SLA's are guidelines to what service level Alloy expects to provide to its End User Support Service.

- Alloy will not provide reimbursements if SLA's are not met.