

AAP Publish

Premier Support Service Pack

This document is a Service Pack for the purposes of the Customer's Enterprise Customer Agreement.

This document should be read together with the Customer's Enterprise Customer Agreement.

1. Premier Support services

1.1 In consideration for the payment of the Premier Support Fee, Pagemasters must provide the Premier Support Services within Standard Support Hours and in accordance with the Support Response Table.

1.2 In consideration for the payment of the Premier Support Additional Hours Fee, Pagemasters must provide the Premier Support Services outside of Standard Support Hours and in accordance with the Support Response Table.

2. Charges

2.1 Despite anything to the contrary in the Documents, Pagemasters will invoice the Customer for:

- (a) the Premier Support Fee monthly in advance; and
- (b) the Premier Support Additional Hours Fee monthly in arrears.

3. Priority levels

3.1 Errors, defects and non-conformities in the Customer's Website are categorised in accordance with Support Response Table.

3.2 The Customer must log support tickets with reasonable details of the relevant issue via the Zen Desk.

4. Response times

4.1 In relation to each Severity Level, Pagemasters must:

- (a) respond within the Response Times; and
- (b) endeavour to find a temporary workaround for the Customer so there is minimal interruption to the Customer's Website.

4.2 The Customer may reassess the support ticket status at the point when Pagemasters provides a temporary workaround.

5. Customer's obligations

5.1 The Customer must:

- (a) provide Pagemasters' staff with a suitable workspace and equipment for the periods when they are at the Customer's premises if required; and
- (b) assign contacts for the following roles:
 - (i) technical contact for issue prioritisation;
 - (ii) key staff contact for qualification of issues and resolution; and
 - (iii) staff for periodic review of the Premier Support Services.

6. **Definitions**

In this Service Pack, the following words have these meanings unless the contrary intention appears:

- 6.1 **Business Day** means a day that is not a Saturday, Sunday or public holiday in Sydney.
- 6.2 **Primary Contacts** means the persons authorised by Customer to request Premier Support Services specified in the Support Response Table.
- 6.3 **Response Time** means the response time specified in the Support Response Table.
- 6.4 **Support Response Table** means the table set out in Schedule 1 which specifies Severity Levels and Response Times in relation to each Severity Level.
- 6.5 **Service Pack** means this document including any schedule or annexure to it.
- 6.6 **Severity Level** means a severity level specified in the Support Response Table.
- 6.7 **Standard Support Hours** means 8.30 am to 5.30 pm Australian Eastern Standard Time or Australian Eastern Daylight Time on Business Days.
- 6.8 **Premier Support Fee** is the amount set out in the Support Response Table for the Maintenance and Support Services in Standard Support Hours pursuant to clause 1.1.
- 6.9 **Premier Support Additional Hours Fee** is the amount set out in the Support Response Table as the hourly charge for the Premier Support Services outside of Standard Support Hours pursuant to clause 1.2.
- 6.10 **Premier Support Services** means:
 - (a) custom themes;
 - (b) custom integrations;
 - (c) end requests;



- (d) ensuring the Customer's Website remains compatible with software generally used to access the Internet;
- (e) providing training and instruction in the use of the Customer's Website;
- (f) providing suitable staff to ensure Premier Support Services are carried out; and
- (g) providing telephone and email support services to the Customer's nominated technical and key staff contacts to answer the Customer's questions within a reasonable timeframe.

6.11 **Zen Desk** means

7. **Interpretation**

7.1 Capitalised terms used but not defined in this Service Pack have the meanings given to them in the AAP Publish Platform Licence.

7.2 The rules of interpretation in the AAP Publish Platform Licence apply to this Service Pack with the necessary changes.



Executed as an agreement

Executed by the Customer:

Executed by Pagemasters:

Signature of Customer or authorised representative

Signature of authorised representative

Name (please print)

Name (please print)

Title

Title

Date

Date

Schedule 1 – Support Response Table

Severity	Definitions	Response Time – Standard Support Hours	Response Time – outside of Standard Support Hours
Priority 1 issue	means where certain features are unavailable.		
Priority 2 issue	means a situation where editorial and administrative tools are unavailable with the consequence that no new stories, content or updates can be published.		
Priority 3 issue	means where the Customer's Website is totally unavailable.		

Premier Support Fee	\$750 per month plus GST
Premier Support Additional Hours Fee	\$150 per hour plus GST
Primary Contacts	