

Unifaun Support SLA

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Contents

1	Unifaun Support Service Level Agreement (SLA).....	3
1.1	General	3
1.2	Unifaun Online Applications.....	3
1.3	Unifaun PrintServer (UFPS)	4
1.4	Unifaun General Terms and Conditions	4
1.5	Unifaun Support SLA Exceptions	4

1 Unifaun Support Service Level Agreement (SLA)

Unifaun Support is a process-oriented organisation in order to ensure system functionality and quality.

The support teams consist of employees with different skills that complement each other and are ITIL v3 certified. We want to provide the best TA support on all markets where Unifaun is active.

1.1 General

- **Availability:** Weekdays 8:00am – 17pm CET. Weekends and holidays closed.
- **Contact Channels:** Support form in the online systems, e-mail, and phone.
- **Response Time:** Requests will be initiated within 24 hours (sept. – may) or within 48 hrs (june – aug.) from submitted request.
- **Language:** Requests are handled in Swedish, Danish, Finnish and English.

1.2 Unifaun Online Applications

- **Scope:** **Unifaun Online**
Support on usability questions in Unifaun Online.

Account with extended profile feature in Unifaun Online Plus

For accounts with the extended profile feature the first line support is your account administrators. They will have the workflow knowledge for the account. Only the account administrators have access to Unifaun Support when needed.

Unifaun OnlinePrinter (UOP)

If you have a functioning web browser, Java support and a printer installed and can print a test page in Windows we will help you if there are any problems printing with Unifaun OnlinePrinter in your online system.

Unifaun OnlineConnect (UOCT)

We will answer questions about usability and installation. If there are questions about order files or if troubleshooting is needed we will assist you. For printing issues we will assist you but you need to be able to print a test page from Windows.

XMLPosting and web services

Technical documentation is available for developers but no other support for specific development environments.

1.3 Unifaun PrintServer (UFPS)

- **Scope:** We will answer questions about usability, settings, order files and EDI. If you have installed printers and can print a test page in Windows we will assist in troubleshooting printing problems from our software. Every UFPS has a unique configuration and should be handled by at least one local UFPS administrator. It is vital that it is a local UFPS administrator that contacts Unifaun Support for assistance as they should have knowledge about the unique local UFPS configuration.

1.4 Unifaun General Terms and Conditions

For more information: <http://www.unifaun.com/sites/unifaun.se/files/dload/docs/SAM/SAM-117-Generellt-en.pdf>

1.5 Unifaun Support SLA Exceptions

This general support SLA does not apply for solutions made for specific carriers and their customers. In these cases, their own support lines handle customer support.