

# **BOXPHISH** Customer Service Plan

## Document Objective

Service Level Agreements (SLAs) define how we respond to your issues and requests. They reflect our reliability, efficiency and confidence in the support that we provide.

## Support Hours

Standard support hours are Mon-Fri, 8.30am to 5.00pm (UK Time).

## How To Contact

Email to submit a support ticket: [support@boxphish.com](mailto:support@boxphish.com)

Telephone: 0800 861 1318

## How we work out priorities

Our SLA timers also depend on the priority of your issue or request. When you raise a ticket with us, we make an assessment based on the information you have given us.

We let you know the priority we have assigned, but are happy to take extenuating circumstances into account, if you feel the priority should be recategorised.

## Priority is based on two factors: severity and impact

**Severity**      Roughly, this is how many people are affected by the incident:

**LOW**            One person or small group of people affected

**MEDIUM**      Large group of people affected such as an entire tenancy

**HIGH**            Whole organisation is affected

## Impact

This relates to how disruptive the incident is:

**LOW**            There's an easy and effective workaround, so this is more an irritation than a stoppage

**MEDIUM**      Operational efficiency is degraded, but there is either a reasonable workaround or other members of the team are unimpeded

**HIGH**            The issue is critical and one or more major business processes are stopped

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### Examples of Priorities

**PRIORITY 1** - The Portal is unavailable (*everyone is affected, and a major business process is stopped*)

**PRIORITY 2** - A customer facing element is unavailable. i.e. Reporting module (*everyone is affected, and efficiency is degraded*)

**PRIORITY 3** - Functionality unavailable for certain users. i.e. issues with a single tenancy (*certain users affected*)

**PRIORITY 4** - A cosmetic issue with the portal, such as a typo, or an issue affecting a single user (*your efficiency is lower but you're the only person affected*). A question from Boxphish that needs development input

### Target Response and Resolve Times

PRIORITY TYPE	RESPOND WITHIN	RESOLVE WITHIN	UPDATES
Priority 1	1 hour	Worked on continuously until a resolution is found, with a maximum target of 4 hours	Every hour
Priority 2	2 hours	8 hours	Every 2 hours
Priority 3	4 hours	16 hours	
Priority 4	1 day	40 hours	

### Platform Availability

Area	Target Availability
Platform	99.95%
Reporting Suite	99.95%