

Service Level Agreement

This document may be updated from time to time, a copy can be found online at <http://www.longhanddata.com/downloads.html>.

The Customer is responsible for checking this document from time to time, as notifications of updates will not be made.

License

The Customer shall not assign, transfer, charge or deal in any other manner with this Agreement or any of its rights under it, nor sub-contract any or all of its obligations under this Agreement, without the prior written consent of Longhand Data Limited.

Support

Should issues arise that lie within delivered functionality - either as bugs or fine enhancements that can be easily corrected, they will be addressed by Longhand Data Limited at no extra charge.

Enhancements suggested as a consequence of using TELER Online that substantially deviate from delivered functionality will be evaluated and considered for deployment in subsequent instalments at no extra charge, provided the proposed enhancements are seen to be useful to the wider TELER Online community - beyond the Customer(s) deployment. Enhancements that might fit this description include:

- Protocols for registering patients
- Management of patient scheduling
- Form content (i.e. Assessment or Referral form)
- Reporting (beyond default reports)

However, if fundamental enhancements are requested, functionality outside the core delivered functionality, then these changes will be described, specified and priced as project upgrades to the Customer(s) TELER Online service.

Support requests may be prioritised based on a number of parameters, including (but not limited to), the impact upon the Customer and the Customer's business, the urgency of the request, resources available and the time expected to resolve the issue.

Support contact details:

- *Email Support:*

Email support is available during office hours (Monday – Friday 9:00am – 5:00pm) via the following email addresses:

support@longhanddata.com

- *Telephone Support (Office Hours)*

Email support is available during office hours (Monday – Friday 9:00am – 5:00pm) via the following telephone numbers:

(01653) 619555

(01653) 619444

Availability

*The TELER Online service(s) is/are available to customers 24 hours per day, 7 days per week.**

*This excludes circumstances beyond our reasonable control, including, without limitation, serious hardware/software failure, outages elsewhere on the Internet that hinder access to your service, acts of any government body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services not appointed by Longhand Data Limited directly, or other issues outside the direct control of Longhand Data.

*It also does not cover periods of work agreed with you, for example the service being taken offline to facilitate the integration of TELER Online with your systems/data which will usually be carried out “outside of standard working hours”.

Maintenance, updates and upgrades

Wherever possible, maintenance that might materially affect the Service will be undertaken only after prior notice to the Customer and will, in any event, be scheduled so as to cause the minimum of inconvenience. However, Longhand Data reserves the right to undertake maintenance at any time in an emergency or when, in its sole discretion, it considers such action to be in the best interests of the Customer and/or any of its other customers. Interruption or impairment of the Service as a consequence of maintenance will not count as a breach of this SLA.

The Customer may be required to (with telephone or electronic mail assistance) install updates and/or make changes to configuration settings of (and not limited to) Operating Systems, Web Browser software, mobile telephone software in order to maintain functionality of the TELER Online service.

In some circumstances, the Customer may be required to send hardware to Longhand Data Limited, at their own cost, to enable such hardware to be configured with TELER Online. Such hardware might include mobile telephones, digital pens and/or tablet devices.

Hardware

Longhand Data Limited ensure that a wide range of devices are compatible with the TELER Online service. Longhand Data Limited cannot guarantee the compatibility of customer devices (not provided by Longhand Data) purchased either prior to the TELER Online service or without contacting Longhand Data before procurement.

Digital pens, provided by Longhand Data will be replaced, at no cost to the Customer, in the event of failure or malfunction. Digital pens returned showing signs of misuse or damage inconstant with normal use, may incur a replacement fee.

Training

As part of the TELER licensing agreement, the Customer using TELER Online is required to be 'adequately trained' in the use and application of TELER. It may be required (dependant on size of the Customers organisation) that the Customer designate a person to undergo training with Longhand Data to a level that would allow this person to pass on knowledge and skills (in respect to TELER) to others within their organisation.

Printing

Longhand Data will endeavour to dispatch printing materials (e.g. digital paper forms etc.) to the Customer within 7 working days from receipt of order.

To guarantee delivery of printed goods, the Customer should take steps to order such goods at their earliest possible convenience and acknowledge and not later that the date(s) set out below:

Forms Ordered	Notice Req. (Days)
0-50	7
51-200	14
201 - 1000	21
1001+	28

Termination and its consequences

On termination of a TELER Online agreement with Longhand Data Limited or at the end of a contract term access to TELER Online will remain available for a period of 3 calendar months from the date of termination – time in which the Customer can make alternative arrangements for the care and hosting of patient data. After this time, Longhand Data reserve the right to remove this data without notification.

Access to data during this period will be limited to a single user without the ability to add new data. Limited reporting will remain.