



Support Policy

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1.0 Hours of coverage

Lucidity can provide support 24/7. The following outlines the categories of support available. You will need to choose which plans you want covered in your Support Plan.

Standard business hours support	8.00am – 5.30pm	Monday – Friday
After hours support	5.30pm – 8.00am	Monday – Friday
	8.00am – 8.00am	Saturday, Sunday and Public holidays

2.0 After hours support

Emergency support outside of your chosen Support Coverage Plan is available. You will however be charged as per the Support Coverage Schedule at the back of this document. Please ensure all staff are aware of the Support Coverage Plan your company has chosen and are aware of the charges relating to calling outside of these times.

Note that we will provide support when requested and this will be charged based on the support plan.

3.0 Communication methods

All communications will be directed through a nominated primary site contact for both service jobs and purchase authorisations. It is the responsibility of this person to initially prioritise the job and therefore determine the communication method as follows.

Priority	Communication method	Expected response/action
1 – Critical* or 2 – Urgent*	Telephone – please call the support line (09) 377 2227 and log the job immediately.	Once logged the relevant time and resources will be assigned and the technician will respond within the target time.
3 – Normal*	<p>Portal – Please access the Lucidity Support Portal to log normal jobs, link below: https://mhacloud2.freshdesk.com/support/home</p> <p>In the even that you are unable to log into the portal, you can submit a ticket to support via Email – please email support@lucidity.co.nz with the relevant job/priority details from above.</p>	Once received the job is logged into our system, technician allocated and target response time noted. We will contact you via email/telephone to discuss the issue further and determine follow up from here.

*Lucidity reserves the right to re-priorities tickets based on the impact to the customer.

4.0 Target response time

Target response time is provided for all jobs. However, “CRITICAL” problems will receive highest priority and ‘NORMAL’ jobs will be grouped together wherever possible and resolved at a time suitable to both parties. SLAs for provisioning tasks are available in the Lucidity Service Level Agreement document [here](#).

Severity	Definition	Initial response	Target customer update	Target resolution
Severity 1: Critical Business Impact	A major system or component failure that critically affects the ability of your entire business (all users at all sites) to access all Lucidity’s cloud services.	30 Minutes (Normal Business Hours) 1 Hour (after hours)	1 Hour (Normal Business Hours) 1.5 Hours (after hours)	4 Hours (Normal Business Hours) 6 Hours (after hours)
Severity 2: High Business Impact	A minor system or component failure that is not a Severity 1 (i.e. not affecting all users at all sites) however still significantly affecting the ability of your business to access some or all of Lucidity’s cloud services.	1 Hour (Normal Business Hours) 1.5 Hours (after hours)	1.5 Hours (Normal Business Hours) 2 Hours (after hours)	24 Hours
Severity 3: Moderate Business Impact	A system or component failure that affects a group of users in their ability to access some or all of Lucidity’s cloud services.	4 Hours (Normal Business Hours) Next Business Day (after hours)	1 Business Day (Normal Business Hours)	3 Business Days (Normal Business Hours)
Severity 4: Low Business Impact	A system or component failure that affects a single or group of users in their ability to access some of Lucidity’s cloud services.	1 Business Day (Normal Business Hours)	2 Business Day (Normal Business Hours)	5 Business Day (Normal Business Hours)
Provisioning / Change Target	The elapsed time between the confirmed acceptance of a Provisioning/Change Request and the implementation of that request.	As per the Lucidity Service Level Agreement document here .		

Lucidity has designed a comprehensive support system to ensure that help is delivered quickly and effectively. Lucidity will provide you with our [Support Escalation Process](#) quick guide for you to print out and put on the wall of the Desktop for all staff to see.

Lucidity also has a Help Console accessible from the Managed Desktop session or web browser - <http://support.lucidity.co.nz> to assist with any support or product information. Your username and password is required to access this Help Console.

Lucidity may need to remote into your session to investigate or assist with resolution. The technician will announce when they are about to enter your session and will be able to view content on your desktop.

Resetting Passwords

Your site administrator can reset passwords for users via the Management Control Panel. Please contact your account manager to activate this service. Alternatively, you may log a support request at support@lucidity.co.nz.

Please note, if Lucidity is required to reset a user's password, and that user does not have security questions set up, we will charge you per password reset at the current price book charge at the time of the password reset.

Out of Scope

For support requests that fall outside the scope covered by Lucidity, we will investigate the support request and give you an estimated time and cost required to assist and resolve.

Lucidity processes incoming requests through our helpdesk system and categorises them into the following areas:

4.1 Cloud Services support

Cloud Services support covers assistance with technical systems within the Lucidity cloud. A Cloud Services support request may be to provision a new user or to log an issue with a service or product.

When working with an issue request, Lucidity may triage the problem and deem that the issue is related to on-site equipment

If Lucidity is unable to recreate the specific issue from our test systems, the issue may require further investigation. If the customer requires Lucidity to assist with further investigation (on-site or with another vendor), Lucidity may charge for the time and materials required to carry out this work.

Where the request is a chargeable job, Lucidity may request that the customer's agreed approver is contacted and the work is authorised before Lucidity technicians carry out the work to resolve.

Where an issue is identified as a fault happening within the Cloud Services Platform, Lucidity will work under current Target Response times to resolve the issue at no charge to the customer.

Lucidity reserves the right to deem support work chargeable if Lucidity needs to work with a third party vendor to rectify the issue if the issue is not related to the Lucidity platform or Business As Usual practices.

Provisioning requests: There is a setup fee for all new services provisioned. If you need to disable or delete any users or services, a request form is required to be completed by your agreed approver. Charges may be incurred for this service dependent on your companies support policy.

4.2 Managed Control Panel

Lucidity provides a control panel (Cortex) that allows Lucidity's technical staff, as well as the customer to control and provision cloud services for the customer.

- The customer acknowledges that ALL changes made in the control panel that incur ongoing costs (such as setting up new users, turning on new services) are acknowledged and recorded by the customer for reconciliation at billing time. By signing in to the control panel, the customer fully acknowledges that they will accept the charges of any new services or additions that they add to their users or company account.
- Changes made in the control panel are actioned immediately. The customer understands that these changes happen within a 1-10 minute period from submitting the change.
- Lucidity has removed the ability for any service to be deleted to cater for any accidental deletion of services or data. Any requests for a user or service to be removed should be directed to support@lucidity.co.nz
- The customer acknowledges that by signing in and using the control panel, they understand its workings and the control they have with the system. Any mistakes made by the customer that need to be rectified by Lucidity technical support staff will be chargeable.

4.3 On-Site technical support

If Lucidity deems the issue to be onsite, whether the issue cannot be recreated elsewhere, or the issue is obvious (no power to a machine for example), Lucidity will then discuss with you what you would like to do to get the onsite issue rectified. Lucidity can send engineers on-site to address an issue if required on a time and materials basis. On-Site support is not part of the standard Lucidity Cloud Services Support Contract unless agreed separately in writing in an additional Lucidity On-Site Support SLA document.

If the issue relates to internet connectivity, Lucidity will only be responsible for working with the internet connection vendor to resolve the issue if Lucidity manages/supplies the internet connection.

If the customer requires Lucidity to work with a third party vendor on their behalf, then service charges may apply based on the time and materials required to assist with the issue.

4.4 Hardware support

Lucidity resells hardware to complement our cloud services platform. The warranty on new hardware supplied by Lucidity unless otherwise stated is 12 months. Warranty on ex-lease equipment is 3 months unless otherwise stated.

Hardware is sold with a return to base warranty. If a unit fails within the warranty period, it is the customer's responsibility to work with Lucidity to get the equipment returned to the original supplier for repair or replacement at the customer's expense.

On-Site Hardware support is not part of the standard Lucidity Cloud Services Support Contract unless agreed separately in writing in an additional Lucidity On-Site Hardware Support document.

4.5 Billing support

All Billing and Accounting support is handled via the accounts@lucidity.co.nz address. For any account queries or questions that do not relate to a technical support request, please contact the Accounts department directly on the above address, or call +64 9 363 8888.

4.6 Training

Lucidity provides installation documentation to configure systems to connect to Lucidity services. This information is available on our Help Console accessible from the Managed Desktop session or web browser - <http://support.Lucidity.co.nz> Your username and password is required to access this Help Console.

Lucidity encourages users to seek product training from approved Microsoft training facilities to further their education in using the cloud services product set. Lucidity can assist with information about training facilities within your region.

Advanced application training is not within the scope of implementing a Lucidity service. The customer needs to work with Lucidity to ascertain the areas where the user lacks knowledge on using the products so Lucidity can suggest a training path that allows the customer to get the full benefit of the system.

Contact Lucidity to discuss any of your training requirements so we can point you in the right direction for product training, or quote to provide on-site training with a Lucidity approved system trainer.

5.0 Cloud Services SLA

5.1 Scheduled maintenance

To ensure optimal performance of the system, Lucidity will perform routine maintenance on the servers on a regular basis and this may require servers to be temporarily removed from service. Lucidity reserves the right to take the system down for maintenance purposes. This server unavailability will be excluded from the uptime calculations. Maintenance is performed during off-peak hours. Lucidity will provide the customer with advanced notice of maintenance whenever possible by means of a Scheduled Maintenance Notification distributed to your key contacts via e-mail.

Some systems may restart core services between 3am and 4am each day to ensure that the system performs optimally for the business day ahead. Temporary system unavailability during this period will be excluded from the uptime calculations.

5.2 Emergency maintenance

Under certain circumstances Lucidity may need to perform emergency maintenance, such as hardware replacement.

Wherever possible, Lucidity will notify the customer of any emergency maintenance. Server unavailability due to emergency maintenance will be excluded from uptime calculations.

5.3 Infrastructure availability and uptime

Lucidity guarantees that its infrastructure shall be available 99.0% of the time. This guarantee covers the availability of all power requirements, components, HVAC, fire suppression, security systems, UPS/PDU, appliances, power cabling, phone systems and other infrastructure or equipment. This covers any infrastructure or equipment Lucidity may use now, or in the future, which is deemed as a requirement for maintaining the network infrastructure and providing Lucidity's services to the customer.

Lucidity is not responsible for any System Unavailability caused by the loss of internet connectivity and this situation is not covered by the above SLA. Lucidity's services are still available if your Desktop or locations internet connection is not available.

5.4 Uptime guarantee: Customer credits; System availability

In the event that the customer suffers "downtime" due to system infrastructure unavailability, not related to internet connectivity or a third party network provider, customers with more than 12 months trading history with Lucidity and who are not on a month to month customer agreement with Lucidity will receive a credit on their account subject to the table below.

If the system availability for the full month is below the guaranteed level the amount of the refund is a percentage of the affected service's monthly fee:

- 99.0% of system guarantee level - 5% of affected service's monthly fee credited
- 98.0% to 98.9% - 10% of affected service's monthly fee credited
- 95.0% to 97.9% - 15% of affected service's monthly fee credited
- 90.0% to 94.9% - 25% of affected service's monthly fee credited
- 89.9% or below - 2.5% credited for every 1% of lost availability up to the maximum total penalty limit (outlined in 5.5 below)

Lucidity is not responsible for any System Unavailability caused by the loss of internet connectivity and this situation is not covered by the above SLA. Lucidity's services are still available if your Desktop or locations internet connection is not available.

To receive a refund for downtime, you must (a) be in good financial standing with Lucidity, and (b) send an email or written refund request to support@lucidity.co.nz within 10 days from the occurrence of the downtime. Refund requests must have the subject line 'System unavailability Refund Request' and include your account username and the dates and times of server unavailability.

A refund is issued if Lucidity can confirm from the monitoring data the server availability warrants the refund. All credit requests must be verified by Lucidity staff and credits may take up to thirty (30) days to show up on the customer's invoice. Lucidity reserves the right to revoke any credit for downtime issued that is later

discovered to have been caused or attributed to customer activity or external forces not related to our network or hardware.

5.5 Total penalty limits

The total refund for any downtime may not exceed 55% of the monthly fees charged to that account during the month for which the refund is to be issued, unless the amount to be refunded is less than \$2.00 in which case the refund amount will be \$2.00. Only one refund and refund level is available in any given month.

NB: Penalty refund is only available if all accounts are up to date, or a query on billing has already been discussed and logged with Lucidity

5.6 Server software

Lucidity will follow software vendor guidelines to ensure all pre-installed software is correctly configured. In cases where there are more than one way to configure the software, Lucidity will choose the configuration it determines, in its sole discretion, to be the most appropriate.

Lucidity will install security patches, updates, and service packs as soon as practical. Software updates may change system behaviour and functionality and as such may negatively affect your applications. Lucidity cannot foresee nor can it be responsible for service disruption or changes in functionality or performance due to implementation of software patches and upgrades.

If such disruption or changes occur, Lucidity will provide its best efforts to remedy the situation as soon as possible after being notified of the problem by the customer. Lucidity may be required by its software licensors to upgrade to the latest versions of the software. Licensor-required upgrades will be performed free of charge and upon reasonable notice to the customer.

Software upgrades on Lucidity's servers will occur at Lucidity's discretion upon reasonable notice to the customer. Lucidity is not responsible for problems that may arise from incompatibilities between new versions of the software and your content, regardless of whether it was a requested, required or discretionary upgrade. Nevertheless, Lucidity will provide its best efforts to help you to find a workaround.

5.7 Storage capacity; Data transfer; Server resources

Each account is allotted storage capacity and data transfer amounts on Lucidity's servers according to the plan and options selected by the customer. This storage size and data transfer allotments can be increased for an additional charge up to the maximum amount allowed for each plan or service. The servers may stop accepting, processing, or delivering data when the purchased limit is reached thus causing server unavailability or data loss. Lucidity shall not be held responsible for such unavailability or data losses.

5.8 Customer data privacy protection; Confidentiality

All data created by you and/or stored by you within Lucidity's applications and servers are considered by Lucidity to be your property. Lucidity is committed to protect the privacy and confidentiality of your data to the maximum extent permitted by law and/or accepted by industry standards.

We will not access, view or review any of your private data accessible to us (including but not limited to that contained in your web server files, e-mail messages, calendars, notes, contacts, memos or public folders) unless:

- either you or a competent government agency specifically requests us to;
- when performing routine backup and restore operations, virus scan and virus removal, spam and content filtering

If such access, view or review is urgent and necessary to protect personal safety, perform troubleshooting, restore systems operation in the event of a server failure, remove illegal or offending (e.g. pornographic, violating our policies, etc.) content or prevent a server crash or other damage.

Under no other circumstances will Lucidity access your private data without your prior permission. We will not share your confidential data with any third parties without your prior permission, except to the extent required by law or governmental agencies or necessary to render our services to you. Our employees and agents who have access to your confidential data are restricted from disclosing or using such information for any purpose other than in connection with their services to Lucidity.

5.9 Microsoft Services

Microsoft Licensing

By accepting any customer agreement that includes Microsoft Services you also agree to abide by the Microsoft licensing terms and conditions relating to this service.

Microsoft Office 365 Service Level Agreement

By accepting any customer agreement that includes Microsoft Office 365 Services, you also agree to abide by the Microsoft Office 365 Service Level Agreement relating to these services and Lucidity cannot be held accountable for any issues or failures that occur within the Microsoft Environment

6.0 Policy recommendations

Lucidity provides products and services that you can integrate into your IT Strategy. Lucidity recommends that you work with your HR department and Managers/Directors to ensure that the Lucidity products are used productively, legally and aligned with your other web and communication policies.

6.1 Access policy

Lucidity recommends that you cover the terms of access to your business systems clearly within your individual employee contracts and / or company policies.

Please ensure that you have clearly stated in your employee contracts or policies that you may, if required, have access to employee logins and information if you intend to request Lucidity provide access between users in the system. You will want to closely align this to the privacy section of your employee contract or company policies. Lucidity has the right to refuse configuring access until we have been provided written instruction by the CEO/GM or Director of the business.

Lucidity will not be held responsible for any misuse of the Managed Desktop system. When staff leave your company, we recommend that you immediately disable the user via your control panel or else contact Lucidity to do so.

6.2 Password policy

Lucidity's authentication systems automatically prompt you to change your password every 3 months. Lucidity strongly recommends you keep your password private. Remember, your username and password is your key into the system for all Lucidity products

Lucidity provides a control panel where a customer's IT administrator can access user accounts to disable and change passwords should you feel there is any type of security breach. If you are unfamiliar with the control panel, please ask Lucidity's support team to ensure you are up and running with this tool.

It is the complete responsibility of the customer and their employees to protect their system passwords and access to the system at all times. Neither the customer nor their employees should share their passwords. Lucidity has no liability for any security breach arising from the customer's or their employees' failure to keep passwords secure.

6.3 Telephony policy

Products like Skype for Business enables your employees to work where and when they want. It is the customer's responsibility to implement policies around who has access to the system and when.

The nature of Lucidity's telephony products allows the ability for employees to make calls to anywhere in the world. The Call Forward feature in Skype for Business allows the employee to set a mobile or other number to forward incoming calls to.

It is the customer's responsibility to understand the call charges that can be incurred by employees and put in place suitable policies to ensure the call charges are within the customer's expected budget.

At this time, telephone calls are not recorded. Users can run their own desktop software to record conversations that take place through Skype for Business. Lucidity is in no way responsible for any recordings made by end users with third party software.

6.4 Internet access policy

Different companies have different approaches to blocking web content to employees. While Social Networking sites have their merits in business, Lucidity is in no way affiliated with these websites and is not responsible for any issues arising from their misuse. Lucidity encourages its customers to put in place internet access policies and can facilitate any necessary environment lock-downs on request.

6.5 Bandwidth and mobile data policy

Lucidity is not responsible or liable for internet bandwidth that the customer or its employees use while accessing Lucidity systems. Please ensure that your methods of connection to the internet are sufficient and that all users are familiar with how to connect and what it means to connect from different hardware types. Lucidity will not be held responsible for costs incurred from improper use. (i.e. overseas roaming charges from personal iPhone etc.)

6.6 Email policy

Lucidity strongly recommends against customers putting in place any kind of SLA with their customers with financial penalty based around email delivery times. Email is not a guaranteed service – world-wide. Lucidity is merely responsible for the email that you send and receive, traversing our mail servers. Lucidity is not responsible for the delivery of email once emails leave our servers successfully, and has no control over incoming email until it enters our first line mail systems. An email can often go through many systems and processes between the sender and the recipient and both ends will have spam protection and filters in place that may delay or stop the receipt of an email message.

If a customer requires Lucidity to trace an email that has not been received or delivered and it is found that the Lucidity mail system has successfully passed through the message, Lucidity reserves the right to charge for the time required to tracing the message.

We advise that you implement your own email policy as Lucidity will not be held responsible for any misuse of the email system. When you have a staff member that leaves, we recommend that you immediately disable the user via your control panel or else contact Lucidity to do so.

6.7 Data Protection Policy

Lucidity operates a standardised approach to data protection. The following outlines the policy that applies by default to different types of data.

Backup infrastructure is independent of the servers used to deliver service. Data is backed up more frequently to the primary site, this means that data can be recovered rapidly if required. Backup data can optionally be transferred to the secondary datacentre, this is to protect against either a major failure of the primary backup system or loss of the primary datacentre.

Data protection (or Backup) protects data from unexpected loss – either due to human error, hardware failure or physical destruction – this should not be confused with Disaster Recovery services. A Disaster Recovery service also provides infrastructure capability to recover from a disaster situation.

Primary Site – Retention by workload

Workload Type	Retention Period	Recovery Points	Backup Frequency	Data Location
Fabric (Internal)	7 days	NA	24 hours	Auckland
Virtual Machines*	7 days	NA	24 hours	Auckland
SQL Databases**	30 days	60 minutes	24 hours	Auckland
Exchange	30 days	60 minutes	24 hours	Auckland
File and Folder Level***	30 days	60 minutes	24 hours	Auckland
File and Folder Level****	7 days	NA	120 minutes	File Server

*Virtual Machine protection excludes SQL Servers, File Servers and Exchange Backend servers.

** Includes SQL Databases and Server System State Backups

***Includes File level protection and Server System State Backups

****File and Folder data protected locally on file servers by using Microsoft Windows Shadow Protect for fast recovery.

Secondary Site – Retention by workload

Workload Type	Retention Period	Backup Frequency	Data Location
Fabric (Lucidity Only)	7 days	24 hours	Hamilton
Virtual Machines	7 days	24 hours	Hamilton
SQL Databases	7 days	24 hours	Hamilton
Exchange	7 days	24 hours	Hamilton
File and Folder Level	7 days	24 hours	Hamilton

7.0 Service level summary

Lucidity is an honest, ethical and approachable company. If the customer is dissatisfied with Lucidity's performance to deliver its core cloud services product set, the customer must make every endeavour to discuss the service level issue with their account manager at their earliest convenience.

If Lucidity attempts to contact the customer in regards to a service level issue to discuss the problem, the customer must make themselves available to work through the issues with Lucidity.

Lucidity is not responsible for performance issues with the service accessed by inadequate customer hardware or third party network services.

Lucidity has the right to recommend up to date hardware or network services that can be monitored to ensure they are performing to an adequate standard to access the cloud services.

8.0 Support Coverage

This document covers the Service Levels we offer and it also covers details of non-chargeable support and chargeable support.

Generally, where an issue is identified as a fault happening within the Cloud Services Platform, Lucidity will work to resolve the issue at no charge to the customer. Lucidity deems all remote support work chargeable if the issue is not related to the Lucidity platform or Business as Usual practices.

Depending on the Support Coverage chosen, Lucidity may deem provisioning requests to be chargeable when Lucidity has made available self-help provisioning tools. If the customer chooses not use these tools and Lucidity completes the work for them these requests could be charged.

Where there is no tool available then Lucidity will complete the work at no charge, with the exception of Skype for Business changes to call flows. Lucidity appreciates the setup of call flows may be new to a customer and we have a three-month grace period where changes can be made free of charge. All changes after the three-month period commencing from the initial implementation of the solution will be chargeable.

Any provisioning task that you are requesting Lucidity to perform for you under urgency (i.e. in a lesser time frame than the stipulated SLA mentioned in the [Lucidity Service Level Agreement document](#)) will incur

charges. We recommend that any urgent requests are followed up by a phone call to the Helpdesk team to ensure the ticket is dealt with accordingly.

Lucidity deems all on-site support work chargeable, i.e. if the issue is not related to the Lucidity platform or Business as Usual practices.

Lucidity deems all third party support work i.e. if Lucidity needs to work with a third party vendor to rectify the issue, chargeable, if the issue is not related to the Lucidity platform or Business as Usual practices.

Lucidity deems all after hours support work i.e. if Lucidity needs to work outside of business hours, chargeable, if the issue is not related to the Lucidity platform or Business as Usual practices. (This is included in the Gold Support Plan)

Lucidity deems all planned support work i.e. project work, chargeable and will prepare a Statement of Work for authorisation prior to work being scheduled.

Lucidity deems all out of scope support work chargeable and will seek authorisation from your designated authoriser for work that will exceed one hour.

Support deemed chargeable within the Lucidity Support Coverage e.g. on-site support when required and new projects etc. will be charged at the hourly rate listed in the current price book at the time of the request, in 15 minute increments, for work carried out during working hours. Work that is required to be completed outside of normal business hours will be charged at the hourly rate listed in the current price book at the time of the request, in 30 minute increments.

Chargeable work will not be advised by the Lucidity support agent. By signing any customer agreement with Lucidity, you agree to be bound by the terms in this document, and will refer to this document when you are unsure on whether a job is chargeable or not. Chargeable work up to one hour will not require any authority from the customer. For chargeable work over one hour, work will not be scheduled or commenced until we have written authority (i.e. a signed statement of work, email confirmation, approved quote) from your approved authoriser (i.e. the person in our records that is deemed to be an authoriser of work). The details of this person(s) are available on our customer portal and it is the sole responsibility of you the customer to maintain the content and keep it current.

If any estimated support work is going to be exceeded by any more than one additional hour for resolution, Lucidity will seek authorisation from your approved authoriser. If the additional time to reach resolution is less than one hour, Lucidity will complete the work and you will be billed accordingly. You being the customer will be responsible for payment of the additional time billed.

8.1 Support coverage at a glance

Level	Unmanaged	Bronze	Silver	Gold
Available to	All	Managed desktop only	All	All
Support	Weekdays between 8.00am to 5:30pm NZT	Weekdays between 8.00am to 5:30pm NZT	Weekdays between 8.00am to 5:30pm NZT	Extended to 24/7
	Is it chargeable?	Is it chargeable?	Is it chargeable?	Is it chargeable?
MAC Requests (move, add or change)				
- Where self-help tools are available	Time & Materials	Yes	No	No
- Where archiving, back-up, transfer, sharing are required	Time & Materials	Yes	No	No
- Call Flow changes up to 3 months from installation	Time & Materials	No	No	No
- Call Flow changes 3 months after date of installation	Time & Materials	Yes	Yes	Yes
Emergency support (After business hours) support	Time & Materials	Yes	Yes	No
Non-provisioning requests				
- Information requests	Time & Materials	Yes	No	No
- Incident – customer created	Time & Materials	Yes	Yes	Yes
- Incident – Third Party created	Time & Materials	Yes	Yes	Yes
- Incident – Lucidity created	No	No	No	No
On Site Support	Time & Materials	Yes	Yes	Yes
Third party service support	Time & Materials	Yes	Yes	Yes
Planned support				
Projects	Time & Materials	Yes	Yes	Yes
Client Network				
LAN	Time & Materials	Yes	Yes	Yes
WAN - Managed	No	No	No	No
WAN – Un Managed	Time & Materials	Yes	Yes	Yes
Hardware Repair				
Hardware within 12-month warranty period	No	No	No	No
Hardware outside 12-month warranty period	Yes	Yes	Yes	Yes

Please note, if Lucidity is required to reset a user's password, and that user does not have security questions set up, we will charge you per password reset at the current price book charge at the time of the password reset.

If for any reason work carried out by you the customer, needs to be reversed or repaired by Lucidity, Lucidity's time to reverse or repair will be deemed chargeable.

For Lucidity's standard provisioning SLAs, please refer to the Lucidity Service Level Agreement document - <https://www.lucidity.co.nz/legal> - for further details.

If you are committed to reducing your ongoing IT costs, we can provide access to the available self-help tools to an authorised user. Lucidity can offer training on these self-help tools if required. To book a free training session please contact your account manager.

Lucidity reserves the right to update this document at any time without having to provide any notification. The latest version of this document will always be available at <https://www.lucidity.co.nz/legal>

9.0 Definitions and Interpretation

"Customer Agreement" means our agreement to provide Services to you which contains the key details of our relationship and which has been signed by you and us, which is represented by and includes any of the following documents:

- a. Your Customer Agreement
- b. Your Service Agreements, Service Level Agreements and Statements of Work
- c. Related Product Specifications
- d. Our Support Policy
- e. Accepted Quote
- f. Signed Contract
- g. Application Form

"Business Days" means Monday to Friday inclusive, excluding national public holidays and the provincial anniversary day applicable to the affected customer site.

"Business Hours" means 9:00am to 5:00pm on Business Days.

"Customer", "you" or "your" means the customer/customer as identified in the Customer Agreement.

"Fault" means a defect, fault or impairment in a Service, which causes an interruption in the provision of that Service.

"Lucidity", "we" or "us" or "our" means Managed Hosted Applications Limited trading as Lucidity (or any of our related Companies).

"Move, Add or Change" means when users or applications or services are added to, removed from or a change is made to them.

“Our Network” means all computer equipment utilised by Us or any of Our Related Companies to provide services to You.

“Services” means all products and services that we (or any of our Related Companies) may agree to provide to you pursuant to any Customer Agreement.

“Service Levels” means the service levels or targets expressly identified in the Customer Agreement (if any) which are, unless expressly stated otherwise in the Customer Agreement, targets which we will use all reasonable endeavours to ensure, but do not guarantee, will be achieved.

“Severity” means the severity designation assigned to incidents based on the business impact and urgency.

“Statement of Work” means any Statement of Work signed by Us (or any of our Related Companies) and You.

“Third Party” means any materials, equipment, services or software provided by any person other than us.

In this Support Policy, unless the context otherwise requires:

- a. headings are for convenience only and do not affect interpretation;
- b. the singular includes the plural and vice versa;
- c. unless otherwise stated, all references to dollars, value and price are to the New Zealand currency and exclude goods and services tax;
- d. a reference to any statute includes any amendments, re-enactments or replacements to that statute from time to time; and
- e. the use of the words “includes” or “including” is not to be taken as implying any form of limitation.