

## Support at livepro

### Service Level Agreements

livepro is committed to providing 24/7 support for livepro clients for critical issues. Other issues will be dealt with during standard business hours, Monday- Friday 8am-8pm Sydney Time, in accordance to the below SLAs.

To Report Incidents:

- Email: [support@livepro.com](mailto:support@livepro.com)
- Phone: 1300 548 356 Option 1

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Indecent Type	Description	Service Level
<b>Critical</b>	High Impact – Large no. of people impacted  Client feels the issue is impacting to a point that they are not able to provide their desired level of customer service i.e. <ul style="list-style-type: none"><li>• No access for all users</li><li>• Unable to access &lt;XXX&gt;.livepro.com.au</li><li>• Consistent error (e.g. Timeout/server error)</li></ul>	Incident report acknowledged within 15 minutes. If unable to restore within 30 minutes, divert to back up data centre.
<b>High</b>	High/Medium impact – One user / or site  Client feels they are still able to use the system to provide quality customer service i.e. <ul style="list-style-type: none"><li>• Delay or slow response</li><li>• Intermittent issues</li><li>• Error or timeout issues</li></ul>	Incident report acknowledge within 30 minutes. Investigation and corrective action within 1 business day.
<b>Low</b>	Low/Medium impact – Isolated cases  Issue is not affecting client’s ability to operate effectively and provide highest level of customer service	Call acknowledge within 30 minutes Investigation and corrective action underway with regular updates.

## Service Level Agreements- Business Partners

Business Partners are expected to triage all incident requests from mutual clients. Please acknowledge the incident with the clients and provide as much details as possible when reporting the incident to livepro support team e.g. URL, error message, screen prints, what the users were doing at the time the incident occurred.

It is expected that Business Partners will manage all training and system functionality questions in the first instance.

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<b>Critical</b>	<p>High Impact – Large no. of people impacted</p> <p>Client feels the issue is impacting to a point that they are not able to provide their desired level of customer service i.e.</p> <ul style="list-style-type: none"> <li>• No access for all users</li> <li>• Unable to access &lt;XXX&gt;.livepro.com.au</li> <li>• Consistent error (e.g. Timeout/server error)</li> </ul>	<p>Incident report acknowledged within 15 minutes.</p> <p>If unable to restore within 30 minutes, divert to back up data centre.</p>
<b>High</b>	<p>High/Medium impact – One user / or site</p> <p>Client feels they are still able to use the system to provide quality customer service i.e.</p> <ul style="list-style-type: none"> <li>• Delay or slow response</li> <li>• Intermittent issues</li> <li>• Error or timeout issues</li> </ul>	<p>Incident report acknowledge within 30 minutes.</p> <p>Investigation and corrective action within 1 business day.</p>
<b>Low</b>	<p>Low/Medium impact – Isolated cases</p> <p>Issue is not affecting client’s ability to operate effectively and provide highest level of customer service</p>	<p>Call acknowledge within 30 minutes</p> <p>Investigation and corrective action underway with regular updates.</p>

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