



Service Level Agreement

The Vet Channel (TVC) will respond to all support requests providing the customer has a valid 'active' subscription.

Support services are available Monday – Friday 8 am - 5:30 pm excluding Public Holidays. These options include:

Dedicated support telephone line: 0114 3990011.

Live Chat

Email: support@thevetchannel.co.uk

Initial customer requested support is conducted via the telephone. The Vet Channel utilises a fully secure remote software support service via the Citrix 'Go-to-Assist' software package. This is used to resolve the majority of support requests.

Where a connection cannot be facilitated by TVC support team using the Citrix 'Go-to-Assist' service, the customer must be available to assist a technical representative over the telephone for a 'reasonable' period of time.

TVC would define 'reasonable' in these circumstances to be a cumulative time of up to 1 hour. However, time required is dictated by the nature of the support request.

A site visit will be arranged, if deemed necessary, to investigate and resolve the reported issue.

In the event of a customer contacting the support line and a technician not being immediately available, for message follow up our target response time is 3 working hours.

In the event of a customer contacting our support team via email or 'live chat' and a technician not being immediately available, our target response time is 3 working hours.

The target resolution time for reported **software issues** is 8 working hours. The target resolution time for **hardware failures** requiring replacement or repair is 2 working days. This may involve the supply of loan equipment.

Most system related problems can be solved during the initial contact with the customer. However, if intervention by the customer's IT department is required, TVC will liaise with the appropriate party and contact the customer immediately so further progress can be made. It may also be necessary for the customer to contact their IT support provider if the problem is not directly related to the VETPod system. TVC is not responsible for delays in support response due to circumstances beyond its control or delays introduced by third parties.

It is the responsibility of the customer to ensure the network connection to the VETPod system is connected and operational. This includes the issuing of a unique IP address (if appropriate), connection to the network infrastructure and reliable internet connection with a minimum speed of 2 Mbps.



Offline Monitoring

TVC support team will actively monitor the connection status of the VETPod system. In the event of the VETPod hardware showing as 'Offline' for more than three working days, we will contact the customer via telephone or email to ensure a resolution is found at the earliest opportunity in accordance to the standard SLA.

Warranty Information

<u>Item</u>	<u>Warranty Period</u>	<u>Warranty Service Level</u>
VETPod hardware	Lifetime	RTB/ Onsite*
LCD Screens	3 Year(s)	Onsite
HDMI Transmission Kit (Including transmitter, receiver(s) and HDMI splitters)	3 Year(s)	RTB/ Onsite*
VGA Transmission Kit (Including transmitter and receiver(s))	3 Year(s)	RTB/ Onsite*
Interconnecting Cabling	90 Day(s)	Onsite*

RTB – Return to Base

Onsite – Technician/contractor to visit site

The lifetime warranty does not cover misuse, physical damage or theft.

The VETPod hardware remains the property of TVC. At the point of subscription termination, TVC support team may request the return of the VETPod hardware.

**The Warranty Service Level is based on the reported support case and the appropriate corrective action required. The 'Onsite' installation of hardware replacements is dependent on the installation service purchased at the point of sale.*



Hardware Failures

Faults with VETPod hardware

In the event of a confirmed VETPod hardware fault, dependent upon the nature of the fault, we will either arrange for an engineer to make a site visit at the earliest opportunity or the customer will be requested to securely pack the hardware for collection by an arranged courier.

The equipment will be repaired as quickly as possible and either returned to the customer by courier service or an engineer visit.

Where equipment is accessible, we may ask the customer to reconnect the replacement equipment.

VETPod hardware deemed beyond economical repair with an active subscription will be replaced at no cost to the customer. Where the VETPod hardware is replaced with a non-identical equivalent (i.e. newer model).

TVC will organise 'where necessary' for the replacement equipment to be installed at no additional cost to the customer, providing the equipment was originally installed by the TVC installation team.

Customers that opted to install the hardware themselves when initially purchased, would need to organise for a suitable contractor to install the replacement hardware. Alternatively, TVC can provide an installation service (fees apply).

Faults with LCD screens and video transmission hardware HDMI/VGA transmission kit:

LCD screens and video transmission kits which have been supplied and installed by TVC and are covered by the manufacturer's 3-year warranty period will be repaired or replaced at the earliest opportunity. We aim to rectify these hardware faults within 2 working days.

Where TVC have supplied and fitted the screen and/or video transmission kit, the support team will arrange for the faulty hardware to be removed and replaced.

Where TVC have supplied the hardware but the customer has arranged their own installation, it is the customer's responsibility to remove the faulty screen and/or video transmission kit and reinstall the replacement or repaired hardware. Alternatively, TVC can provide an installation service (fees apply).

Hardware Faults of LCD screens and video transmission hardware HDMI/VGA transmission kit outside warranty period:

If a fault of the above hardware is reported outside of the 3-year warranty period, the customer will be advised of the support options available from TVC and any associated costs.