THE SERVICE LEVEL STANDARDS

In these Service Level Standards, expressions defined in the Terms shall have the same meaning and, in addition, the following expressions have the following meanings:

"**Business Day**" means any day which is not a Saturday, Sunday or public holiday in the United Kingdom.

"**Normal Business Hours**" means 9.00 am to 5.30 pm local United Kingdom time, each Business Day.

1. Maintenance

1.1 Maintenance includes all regularly scheduled error corrections, software updates and upgrades (excluding additional features, developments and/or enhancements requested by the User).

1.2 LFS shall maintain and update the Software where it has developed the Software itself and, in respect of Third Party Products, LFS shall timeously procure that any licensor of Third Party Products shall maintain and update the Third Party Products to the extent it is able to do so under any maintenance terms provided by any such licensor.

2. Technical support services

2.1 LFS shall provide the User with technical support services.

2.2 LFS's technical support shall accept telephone and e-mail incident submittal during Normal Business Hours. LFS shall use reasonable endeavours to process support requests, determine the source of the problem and respond to the User within the time periods specified below where it has developed the Software itself, according to priority.

2.3 The User and LFS shall, acting reasonably and in good faith, determine the priority of any problem, using one of the following priorities:

Priority	Description	Response time	Target resolution time
1	The entire Service is "down" and inaccessible. **Priority 1 incidents shall be reported by telephone only.**	Within one (1) hour during Normal Business Hours.	Within four (4) hours during Normal Business Hours. Continuous effort after initial response and with User co-operation.
2	Operation of the Service is severely degraded, or major components of the Service are not operational, and work cannot reasonably continue.	Within two (2) hours during Normal Business Hours.	Within one (1) Business Day.
3	Certain non-essential features of the Service are impaired while most major components of the Service remain functional and/or errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services.	Within one (1) Business Day.	Within seven (7) Business Days.

2.4 In respect of Third Party Products, LFS shall timeously procure that any licensor of Third Party Products shall provide the User with technical support services to the extent it is able to do so under any technical support terms provided by any such licensor.