

## **Support Services Policy**

### **Definitions:**

**Licensee:** any individual or business who wishes to use the App and Services in its business operations.

**Sixty 5:** Sixty-5 Technologies Ltd incorporated and registered in Northern Ireland with company number NI624704 whose registered office address is at 5b Weavers Court Business Park, Linfield Road, Belfast, Northern Ireland, BT12 5GH.

**Services:** the services provided by Sixty-5 to the Customer in accordance with the provisions of the 'Grass Guide' Licence Agreement.

### **1. THE SOFTWARE SUPPORT SERVICES**

- 1.1 Sixty-5 shall supply the support services set out in this Support Services Policy.
- 1.2 Sixty-5 shall maintain and update the Services. Should the Licensee determine that the Services include a defect, the Licensee may at any time file error reports by email to: support@sixty-5.com. During maintenance periods, Sixty-5 may, at its discretion, upgrade versions, install error corrections and apply patches to the systems. Sixty-5 shall use all reasonable endeavours to avoid unscheduled downtime for maintenance.

### **2. TECHNICAL SUPPORT SERVICES**

- 2.1 Sixty-5 shall provide the Licensee with technical support services during Normal UK Business Hours.
- 2.2 Issues raised by the Licensee and the Licensee's Authorised Users will be logged on Sixty-5's Customer Relationship Management (CRM) system. These issues will be allocated an appropriate priority and Sixty-5 will use its reasonable endeavours to resolve these issues in a timely fashion.