

# WorkSpaces Manager Support Matrix

## 1. Overview

This Support Matrix provides a summary of the support arrangements for WorkSpaces Manager.

Nuvens provides support for WorkSpaces Manager on a **24x7 basis, 365 days a year**.

This Support Matrix is intended to be read alongside the applicable WorkSpaces Manager Service Level Agreement. The SLA defines the formal incident classification, response commitments, service level commitments, and service credit provisions, including the definition of Severity 1 and Severity 2 incidents, the support contact model, incident reporting requirements, and the Severity 1 resolution commitment.

## 2. Support Availability

Support for WorkSpaces Manager is available:

**24 hours a day, 7 days a week, 365 days a year**

## 3. Support Contacts

The customer may designate up to **two Support Contacts** for the purpose of managing support services, and only those Support Contacts may contact Nuvens Technical Support.

Support Contacts may be changed by written notice to Nuvens.

## 4. Support Channel

Incidents must be notified to Nuvens Technical Support by email at:

**support@workspacesmanager.com**

## 5. Incident Severity Levels

### Severity 1

A Severity 1 Incident is an incident resulting in at least two of the customer's administrator-level users not being able to log into and use the software.

### Initial response target

Within 2 hours of Incident Notification.

**Resolution target**

Nuvens will ensure that each Severity 1 Incident is resolved within 8 hours of the relevant Incident Notification or, if later, receipt by Nuvens of all information reasonably requested in relation to the Incident.

**Typical handling**

Nuvens will confirm the severity classification, confirm the applicable resolution commitment, and request any additional information required to investigate and resolve the incident.

**Severity 2**

A Severity 2 Incident is any incident that is not a Severity 1 Incident.

**Initial response target**

Within 2 hours of Incident Notification.

**Resolution target**

For Severity 2 Incidents, Nuvens will provide the target resolution time following triage.

**Typical handling**

Nuvens will confirm the severity classification, advise the target resolution time, and request any additional information required to investigate the issue.

## 6. Information to Be Provided When Raising an Incident

When notifying an incident, the customer should, where relevant, provide:

- a description of the symptoms of the incident
- a description of any recent changes to the customer's hosting environment and infrastructure
- a description of the troubleshooting steps already taken
- error logs and any other information needed during the investigation
- any steps that may enable Nuvens to reproduce the issue

## 7. Customer Responsibilities

Provision of the support service is subject to the customer being responsible for:

- administration of the customer's AWS hosting environment and infrastructure, including patching of the server operating system
- accurate reporting of incidents
- provision of the information required for investigation and support

The SLA states that failure by the customer to undertake those activities relieves Nuvens of its obligations to provide the support services.

## 8. Service Credits

If Nuvens fails to meet the Severity 1 Service Level, the customer may be entitled to a Service Credit equal to 10% of the following month's fees, subject to the conditions and cap set out in the SLA.

The SLA also states that Service Credits are the customer's sole and exclusive remedy for failure to meet the Severity 1 Service Level.

## 9. Summary

Item	Support Position
Support availability	24x7, 365 days a year
Support contacts	Up to 2 named customer Support Contacts
Contact method	support@workspacesmanager.com
Severity 1	Two or more admin-level users unable to log in and use the software
Severity 1 response	Within 2 hours
Severity 1 resolution	Within 8 hours, subject to required information
Severity 2	Any incident not classed as Severity 1
Severity 2 response	Within 2 hours
Severity 2 resolution	Target provided following triage