

LetterAssist Service Level Agreement (“SLA”)

Purpose

This document sets out the Service Levels applicable to the LetterAssist platform. We may revise these from time to time.

Uptime

LetterAssist will use all reasonable commercial efforts to ensure that the platform is available throughout the Term (as defined in our Terms & Conditions), but we cannot guarantee that it will be available at all times. We will therefore use all reasonable commercial efforts to ensure that the platform is available for at least 99% of the time during any calendar month throughout the Term.

Exclusions

As with all software solutions we can only be responsible for the uptime of our own platform. This is explained in our Terms & Conditions. As such we cannot guarantee or be responsible for any loss in the availability of any other third party communications networks, services and facilities that are used by our platform which we do not own or control (e.g. the internet, electronic medical record providers, Google Inc services and national integrations such as PDS). Therefore any delays, delivery failures or any other loss or damage resulting from the transfer of data over these third parties is not covered by this SLA. For the avoidance of doubt, this includes any non-availability from events or outages caused by you (the Licensee, the Service Recipients and their Authorised Users or Authorised Free Users all as defined in our Terms & Conditions). If you are using LetterAssist free of charge there will be no commercial remedy available to you for any loss of availability of the LetterAssist platform. Should any loss of availability of the LetterAssist platform be caused by a Force Majeure Event (as defined in our Terms & Conditions) then this falls outside of and is not covered by the uptime levels we commit to under this SLA.

Incident Resolution

LetterAssist severity level classification is aligned with NHS England’s Incident Management and Severity guidelines. LetterAssist provides 24x7 support for critical outages.

Post Implementation Patient and User Support

Email Support

Users can also contact us via email. LetterAssist endeavours to respond to all emails within 2 business days.

Complaints and Feedback Process

When you escalate an issue or lodge a complaint via email, we will provide you with a confirmation and with a case reference number within 2 business days of receiving your complaint. If your complaint or query needs to be escalated, the case will be referred to the relevant team/s to be reviewed, who will then reach out to you with further communications within 5 working days. Should the investigation require further time and an extension of the 5-working days is required we will inform the user of this decision every 5-working days until the complaint response is submitted. We want to resolve issues as quickly as possible, however, depending on the complexity of the case, we may need a little longer to investigate and get to the bottom of things. Nonetheless, we aim to resolve all complaint cases within 30 working days.