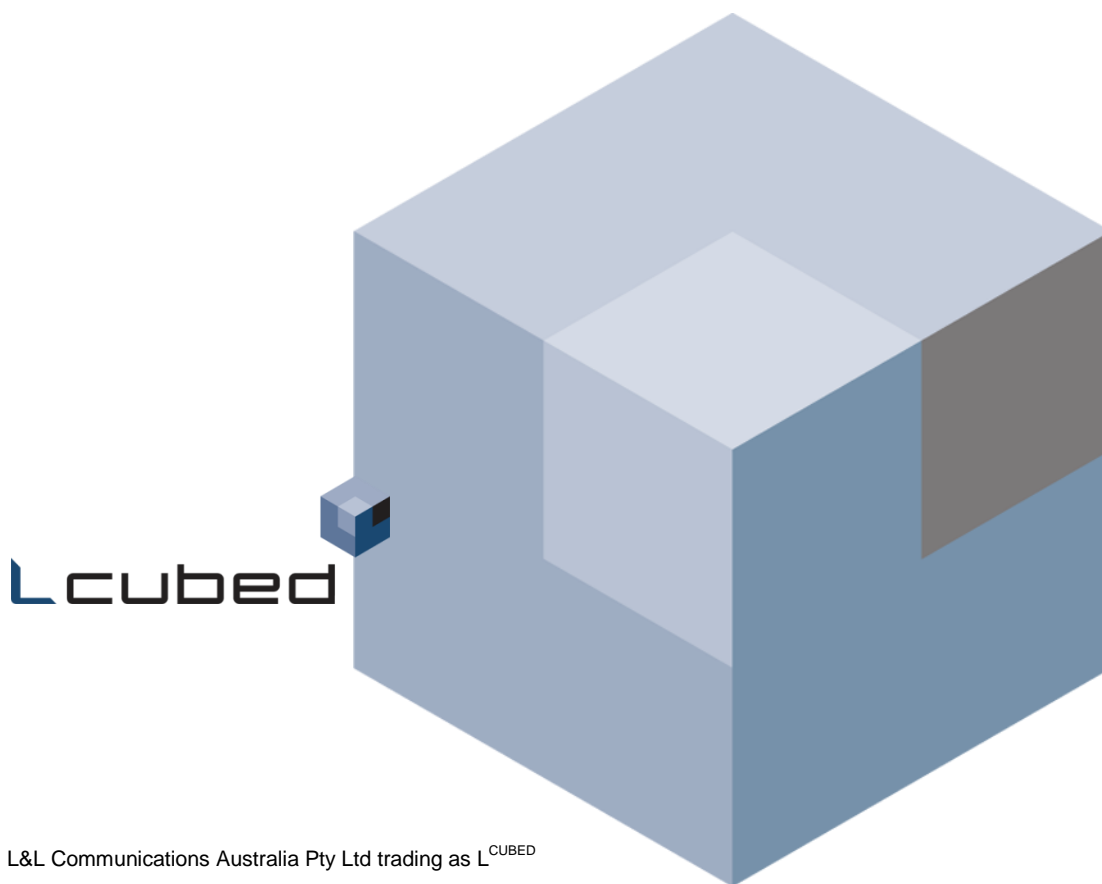


# About Support Services

Information pack



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Thankyou - the new site looks fantastic!! A great job especially when you consider we held you up on a number of deadlines, and yet - we've still managed to launch early. WELL DONE!!

Jane Westney, Patties Foods

We highly commend L<sup>CUBED</sup> and their work; their whole team have been a pleasure to deal with.

Mary Goodacre, AWI

We couldn't be more delighted at the product and appreciate the ability of L<sup>CUBED</sup> to produce a quality product within very constrained timelines... the Steering Committee has been most impressed by the professionalism of L<sup>CUBED</sup> and its staff:

Bob Conway, Flinders University

Working with L<sup>CUBED</sup> on this project was incredibly easy: they took full control and were constantly ahead of schedule. It made the experience a breeze.

Eveliene Ward, Commander Australia

It's easy to build a relationship with L<sup>CUBED</sup> - no matter where you are located. L<sup>CUBED</sup> have always been able to deliver exceptional service, content and turnaround, despite our geography.

Cath Weatherley, QBE

Our experience with L<sup>CUBED</sup> was extremely easy, friendly and hassle free. The speed at which the site came together was very impressive.

Richard Branson, IF Telecom

## Introduction

L<sup>CUBED</sup> provides efficient, reliable and responsive support services to ensure:

- Reported problems are managed in a timely manner in line with agreed service levels
- Website change requests, enhancements and issues are efficiently managed
- Websites are supported by thorough records and documentation

Our support services include:

- Website Support Plans designed to suit varying needs
- Service levels to ensure responsiveness according to priority
- Dedicated support team to manage support requests
- Tracking and reporting to keep clients informed

This document describes our support services:

- Outlining the different Support Plans that are offered
- Describing the support process
- Outlining the service levels
- Describing the what the L<sup>CUBED</sup> support team does

## Support Plans

L<sup>CUBED</sup> offers three types of Support Plans to suit varying situations:

- **Ad hoc Support** – for clients who don’t anticipate needing much support after their website goes live. Usually applies to more simple implementations.
- **Support Packs** – for clients who need a level of regular support. We offer 5, 10 and 40 hour packs.
- **Annual Support Plans** – for clients with more complex implementations who need a high level of support in the first 3 months, additional training sessions, onsite visits and status reports.

### Ad hoc Support and Support Packs

The following table outlines the details for Ad hoc Support and Support Packs.

Support Types	Hours included	Expires after	Minimum charge
<b>Ad hoc Support</b>	0	n/a	0.50 hour
• 5 Hour Support Pack	5	4 months	0.25 hour
• 10 Hour Support Pack	10	4 months	0.25 hour
• 40 Hour Support Pack	40	8 months	0.25 hour

### Annual Support Plans

These fixed price plans cater for clients with larger, more complex website implementations. These types of websites can require a higher level of support in the first 3 months of the site going live, then the level of support can taper away through the year as clients become increasingly practiced at managing their

website. These plans are designed to cater for the gradual decrease in support requirements during the first year. Other types of Support Plans are available for subsequent years.

The following table outlines the details for the Gold and Silver Annual Support Plans.

## Activities

Support Plan	First 3 months			Next 9 months	
	Support hours (per mth)	Onsite visits (per mth)	Refresher training	Support hours (per mth)	Onsite visits (in total)
Gold Support Plan	8 hrs	2 visits	2 hr session	4 hrs	9 visits (1 visit per month)
Silver Support Plan	4 hrs	1 visit	2 hr session	2 hrs	4 visits (1 visit every 2 months)

## Optional extras

L<sup>CUBED</sup> can also provide the following optional extras:

- Additional support hours – if additional support hours are required, clients can select and purchase the most suitable Support Pack
- Additional training sessions – if additional training sessions are required

Prices can vary for these services depending on the client's requirements, so costs are confirmed prior to setting up the Support Service and outlined in our Support Services Engagement Agreement.

## Support process

### Process overview

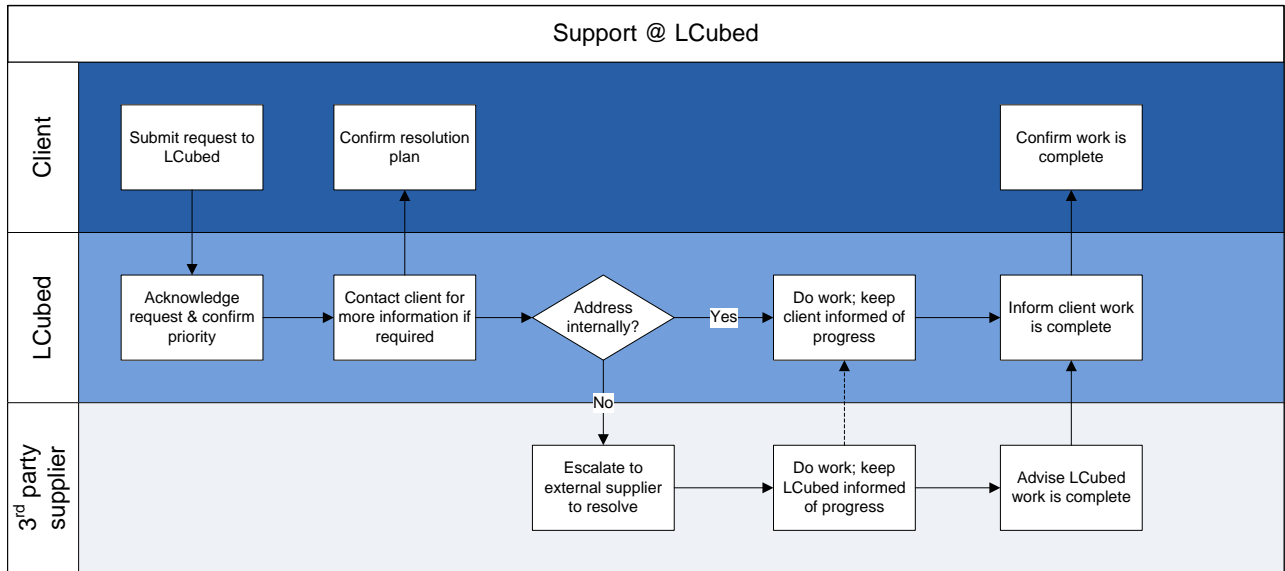
All support requests under our Support Plans are managed centrally. For this reason, it is very important that our clients respect and follow our process to assist us in providing the best possible service.

Clients raise a support request by completing the Support Request form on the L<sup>CUBED</sup> website ([www.lcubed.com.au/support](http://www.lcubed.com.au/support)).

On receipt of your request, we follow-up via email or telephone and record the details in our tracking system. Each request is prioritised by the client and confirmed by L<sup>CUBED</sup>. Priorities are described in the **Service levels** section.

Once the request is confirmed, the work is scheduled for completion. The L<sup>CUBED</sup> support team follows a process based on the type and priority of the request. All progress is logged against the request in our tracking system. Where applicable, the L<sup>CUBED</sup> support team liaises with third party vendors to complete the request.

This process is outlined in the diagram below.



L<sup>CUBED</sup> support services do not replace the Managed Service (3<sup>rd</sup> party) provider's product support. Technical and product related issues continue to be supported directly by the Application or Managed Service provider (for example, bug fixes and technology platform issues).

### Service levels

The following is a description of L<sup>CUBED</sup> service levels. Each support request is assigned a priority by the client. We need to acknowledge receipt of the work request and its priority before work is commenced. Once acknowledged, the request is scheduled and a resolution plan communicated within the response times listed (except by mutual agreement).

Priority	Description	Response times	Progress reporting
Critical	Prevents the client from managing the site or a large number of visitors from using a business critical part of the site. Must be addressed immediately as the business is adversely impacted.	Acknowledgement within 4 working hours Resolution plan within 2 working hours after acknowledgement	Every 1-2 days
High	Limits the client from managing the site or a large number of visitors from using the site. Does not impact all visitors or a workaround exists.	Acknowledgement within 2 working days Resolution plan within 5 working days after acknowledgement	Once a week
Medium	Hinders the client from managing the site or a small number of visitors from using the site. Minimal impact to client or visitors.	Acknowledgement within 5 working days Resolution plan within 10 working days after acknowledgement	Every 1-2 weeks
Low	A nice to have, but needs to be addressed	Acknowledgement within 7 working days Resolution plan within 20 working days after acknowledgement	Once a fortnight

Support response times are within working hours or days unless otherwise agreed.

Working hours and days are 9:00am to 5:30pm EST, Monday to Friday, excluding public holidays.

L<sup>CUBED</sup> is closed for 2-3 weeks over the Christmas period. This period is defined as outside business hours.

Resolution plan times represent L<sup>CUBED</sup> commitment to, where possible, schedule support requests within the specified timeframe. Constraints outside of L<sup>CUBED</sup> control (external providers, client availability, Force Majeure, no available resolution, etc) may result in resolution plan times not being met. L<sup>CUBED</sup> commits to providing best effort possible resolution plan times or alternately provide viable workaround solutions.

### Support team

L<sup>CUBED</sup> appoints a single point of contact for support. This person is responsible for:

- Fielding all support requests and escalating to the L<sup>CUBED</sup> development team or third party vendor until complete
- Monitoring the progress of support requests in the L<sup>CUBED</sup> tracking system
- Keeping the client informed about the status or completion of a support request. The frequency of this reporting is outlined in the **Service levels** section

As part of a Support Plan, L<sup>CUBED</sup> logs:

- Support requests, resolution and the time taken to resolve
- Time/budget used for the month

The log of time spent may be provided to the client on request. This request is considered a support activity and is chargeable.

## General terms of support

### Our commitment

L<sup>CUBED</sup> commits to completing support requests received as part of a Support Service as outlined in the Service levels and will complete work more quickly where possible. For requests requiring a rapid turnaround time, a 50% uplift on fees may apply.

### Activating Support Services

Support Services are activated upon receipt of the signed Engagement Agreement and payment. Subsequently a Support Service is considered to be renewed in accordance with the terms and conditions of this agreement upon receipt of payment.

In the case of Ad hoc Support, Support Services cannot be delivered until a signed Engagement Agreement is received, formalising the request for Ad hoc Support and acknowledging acceptance of the appropriate fees and associated terms.

### Using Support Services

The client is responsible for nominating a single point of contact for support, reporting, escalation and decision making. To ensure continuity, there can be only one contact per Support Agreement. Where there are multiple contacts, multiple Support Agreements are required.

To ensure clients receive best value for money, the primary contact person must be trained in using the CMS which is covered under the Support Agreement.

Support time can be used for requests such as:

- Website administration
- Content entry or changes
- Image creation or changes
- How to do a task in the CMS
- Technical issue

- Producing a newsletter

Consultative and other strategic thought leadership services are not delivered as part of a Support Agreement. For assistance with these services please contact L<sup>CUBED</sup>.

### Renewing or expired Support Agreements

Any support time that is not used within the allocated period will expire. Unused hours can be carried forward if a new Support Pack or Plan is purchased prior to the original expiration date.

The client will be notified when approximately 20% of their allocated Support Pack or Plan is remaining. At this time the client will be given the option to renew or upgrade the Support Agreement to ensure that required support is in place.

In the event that the client elects not to renew the Support Agreement, any additional hours of support that have been delivered in excess of the existing Support Agreement will be billed at the Ad hoc Support rate.

### Additional assistance

L<sup>CUBED</sup> can tailor services to meet the specific needs of our clients. Should you have specific requirements which are not addressed in the services described in this document, please contact us to discuss your needs.

Other services which can be provided include, but are not limited to:

- Online marketing and communications strategy
- Search marketing
- Email marketing
- Online solution architecture, specification and development
- Consulting and thought leadership
- Web 2.0 and social marketing
- Project management

For more information, please don't hesitate to contact us on **1300 528 233**.