

Services Guide (including SLA)

This Services Guide forms part of and are incorporated by reference into the Platform and Service Terms and Conditions: Enterprise Customers. This Services Guide sets out the services we provide to our customers; the overall standard which we aim to achieve in the provision of our services; and a mechanism for resolving any problems relating to the delivery of the service.

1. OBJECTIVES OF THE SERVICE

The Immersive Labs web platform is used for equipping, measuring and benchmarking the cyber skills of entire workforces, preparing businesses to counter the latest cyber threats. Immersive Labs offers a fully interactive, on-demand and gamified cyber skills platform, with a huge range of cyber skills topics mapped against industry frameworks.

2. SUPPORT

Immersive Labs provide support for both the web application and underlying content served in the platform. We maintain an online support function through an email address: support@immersivelabs.co.uk.

Immersive Labs monitor the support inbox and aim to respond to queries within 2 working days.

Working hours are 09.00 to 17.30 GMT/BST (as applicable) Monday to Friday (excluding UK bank and public holidays).

3. SERVICE AVAILABILITY

The Immersive Labs Platform is designed to be available 24 hours a day, 7 days a week, 365 days a year.

Immersive Labs operate on a target minimum service availability of **99.5%** uptime. We monitor the uptime of our services using a third party company who generate alerts in the event the site is unavailable.

4. WHAT WE NEED FROM CUSTOMERS

In the event you or your Authorised Users experience a fault with the Platform, they need to report it as soon as possible to support@immersivelabs.co.uk.

Immersive Labs use four tiers of incident depending on the scale and severity of the issue. A target response time and resolution time is defined for each priority level and will apply during working hours only.

Where development work is required, the target resolution times may be extended. We attempt to achieve the following target response and resolution times across each priority level once we have classified the incident.

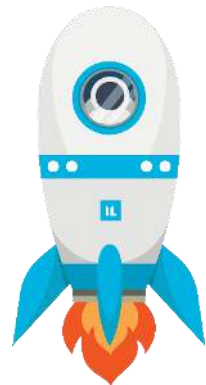
	Description	How incident reported	Response target
Priority 1	The production system is unavailable for all users	Immersive Labs notified via uptime monitor	Support team working inside and outside of working hours until resolved.
Priority 2	Multiple users cannot access multiple labs.	Notification to support@immersivelabs.co.uk	Investigated inside working hours with a 0.5 day target to resolve.
Priority 3	A single user cannot access multiple labs.	Notification to support@immersivelabs.co.uk	Investigated inside working hours with a 1 day target to resolve.
Priority 4	A single user cannot access a single lab.	Notification to support@immersivelabs.co.uk	Investigated inside working hours with a 5 day target to resolve.

5. MONITORING SUCCESS

We use a third party monitoring tool (Uptime Robot) to generate reports, alerts and dashboards for the uptime of our application.

6. COMPLAINTS

Complaints with Immersive Labs support services should be addressed to the Immersive Labs account manager or to admin@immersivelabs.co.uk who will then forward the complaint on to our Sales and Commercial Manager.



7. SERVICE CREDITS

For the avoidance of doubt, Immersive Labs does not offer service credits.

8. CHANGES

The Platform is provided as a software as a service solution, we may make changes (including procedural and functionality changes) without prior notice. If these changes result in a material degradation to performance, accessibility or available functionality, you may write to the Supplier and raise a query with your account manager or by emailing support@immersivelabs.co.uk

We may modify this Services Guide at any time by posting a revised version on our website or otherwise notifying you. All modified terms will become effective upon posting or as otherwise stated in the notice. By continuing to use the Platform after that date, you agree to be bound by the modified terms and conditions

MINIMUM RELEVANT SPECIFICATION | VERSION 2019.07