



## **Standard Support Services Policy**

October 2010

- Technical support is available free of charge to all **Registered Users** of tcardsonline.co.uk.
- You can request support 24 hours a day by emailing [support@tcardsonline.co.uk](mailto:support@tcardsonline.co.uk) or by telephoning 00 44 (0)1732 871417 (Monday –Friday 9am to 4.30pm (UK time))
- You will need to provide us with the Company Name & postcode that you registered at tcardsonline, your user name, email address & telephone number. Never disclose your password.
- Once we have verified your details we will email you acknowledging your support request
- We will respond to your request as soon as possible but always by the same time the following working day (UK time)
- If you have any questions regarding our support policy please contact [sarah.richetta@tcardsdirect.com](mailto:sarah.richetta@tcardsdirect.com).

## **Standard Archiving Policy**

October 2010

- Customer data will be backed up nightly and archived for 2 weeks.
- We will use our reasonable endeavors to make tcardsonline.co.uk available to you for ninety-nine point nine-nine (99.99) per cent of each calendar month. We do not warrant that our service will be uninterrupted or error free but we shall use reasonable endeavors to keep downtime to a

minimum. We shall make all commercially reasonable efforts to provide you with advanced notification of all scheduled and emergency outages.

- In the event of a failure we will take all commercially reasonable efforts to restore tcardsonline as quickly as possible. If data is lost we will restore from the last available backup copy
- An individual company's data can only be restored from our archive by special arrangement and for an additional fee.