Flynet Essentials Support Level Agreement (ESLA)

Version: 1.4
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1. Introduction

This Essentials Support Level Agreement ("ESLA") apply to the provision by Flynet Limited (company number 03155221) whose registered office is at 6 King William House, The Causeway Burwell, Cambridge, CB25 0DU ("Flynet") of support services to the Licensee.

This ESLA applies **only** where the Licensee has purchased **Flynet Essentials Support** (the "Services") under the applicable Quote/Order. This ESLA is a standalone document and is intended to avoid misunderstanding as to the nature and level of service provided under Essentials.

2. Definitions

In this ESLA, the following words have the following meanings:

- **"Business Day"** means Monday to Friday excluding public holidays in England.
- **"Support Hours"** means 09:00 to 17:00 UK time on Business Days.
- **"Initial Response"** means acknowledgement of a Support Ticket together with Flynet's initial triage, which may include requests for information, categorisation of severity, and a proposed next step.
- **"Licensed Software"** means the Flynet software products licensed to the Licensee under the applicable Quote/Order.
- **"Documentation"** means Flynet's published user/admin documentation and knowledge base materials made generally available for the Licensed Software.
- **"Supported Configuration"** means the environment/version combinations (including browser/OS/platform dependencies) stated by Flynet to be supported from time to time.
- **"Support Ticket"** means a support request submitted by the Licensee to Flynet via the Support Portal or support email and logged by Flynet for handling under this ESLA.
- **"Severity"** has the meaning given in Section 7.

Unless otherwise defined herein, capitalised terms shall have the meaning given in the Agreement and/or Quote/Order.

3. Support Channels

3.1 The Services are provided **online only** via:
(a) the Support Portal: https://support.flynet.uk/support/; and/or
(b) email: support@flynet.uk.

3.2 The following are **not included** in Essentials Support:
(a) telephone support;
(b) video calls, screen sharing or live troubleshooting sessions;
(c) onsite support; and
(d) remote access into the Licensee's environment (including via VPN/VDI/remote desktop).

3.3 Where the Licensee requires any of the items in Section 3.2, Flynet may (at its discretion) propose Professional Services and/or a support tier upgrade.

4. Scope of Essentials Support

4.1 Subject to the ticketing limits in Section 6, Flynet shall provide the following Services under Essentials:
(a) investigation of reported faults in the Licensed Software;
(b) correction of **Defects** (being reproducible faults in the Licensed Software which cause material non-conformance with Documentation when used in a Supported Configuration);
(c) provision of generally available patches, fixes, and maintenance releases for the Licensed Software; and
(d) reasonable clarification by reference to existing Documentation (for example, directing the Licensee to the relevant published procedure).

4.2 The Services are provided on a **self-managed** basis. The Licensee acknowledges that Essentials Support is priced on the basis that Flynet is **not** providing operational, consultative, or implementation services.

5. Exclusions (Out of Scope)

5.1 The following are excluded from the Services and are chargeable (Professional Services) and/or require a support tier upgrade:

Advisory / "how to" / operational assistance
(a) guidance on best practice, design, architecture, optimisation, performance tuning, capacity planning, governance, training, or general "how do I" usage assistance beyond published Documentation;

Implementation / migration / integration
(b) deployment planning and assisted implementation;
(c) migration assistance (including macro conversion or legacy emulator migration);
(d) integration work or assisted configuration for third-party systems (including IdP/SSO/SAML configuration), unless expressly included in the Quote/Order;

Hands-on troubleshooting
(e) remote access into the Licensee environment and "hands-on keyboard" troubleshooting;
(f) live sessions by phone/video/screen-sharing;

Environment / third-party causes
(g) issues caused by changes to, failures of, or misconfiguration within the Licensee's infrastructure, networks, certificates, proxies, endpoints, browsers, operating systems, security policies, or third-party dependencies;
(h) use outside a Supported Configuration;

Requests / enhancements
(i) RFIs, feature requests, enhancement requests, and roadmap discussions.

5.2 Flynet may, at its sole discretion, provide suggestions or guidance outside the scope above, however any such assistance shall not create an obligation to continue providing it under this ESLA.

6. Ticketing Limit (Essentials)

6.1 Essentials Support includes **one (1) Support Ticket per calendar month** during the term of the applicable Quote/Order.

6.2 Support Tickets **do not carry over**. Unused monthly Support Tickets expire at 23:59 UK time on the last day of the relevant calendar month.

6.3 For the purposes of this Section 6:
(a) A "calendar month" means the period from the first day of a month to the last day of the same month (UK time).
(b) A Support Ticket covers a **single issue**. Where a submission includes multiple unrelated issues, Flynet may require the Licensee to separate them, and each issue may be treated as a separate Support Ticket.
(c) Follow-up correspondence relating to the same issue logged under the Support Ticket does not consume additional Support Tickets.
(d) If an issue is closed and subsequently re-opened due to the **same underlying**

defect/incident, it will be treated as the same Support Ticket; if it is materially different, Flynet may treat it as a new Support Ticket.

6.4 If the Licensee exceeds the monthly ticket limit, Flynet may:
(a) defer handling until the next calendar month; and/or
(b) offer handling as a chargeable Professional Service; and/or
(c) propose an upgrade to a higher support tier.

7. Severity Levels

7.1 Flynet shall classify Support Tickets by severity as follows:

Severity 1 (Critical): The Licensed Software in production is down or unusable for a material proportion of users, with no reasonable workaround.
Severity 2 (Major): Material loss of functionality or severe degradation in production, but the service remains partially available and/or a workaround exists.
Severity 3 (Minor): Limited impact, non-production issues, cosmetic defects, documentation issues, or low-impact production issues.

7.2 Flynet may reclassify the Severity based on objective impact and information provided by the Licensee.

8. Response Targets (Initial Response)

8.1 Flynet shall use reasonable endeavours to meet the Initial Response targets set out below during Support Hours.

8.2 Response targets measure **Initial Response** only and do not constitute a guarantee of resolution time.

Severity	**Target Initial Response (Support Hours)**
Severity 1 (Critical)	1 Business Day
Severity 2 (Major)	3 Business Days
Severity 3 (Minor)	5 Business Days

8.3 Support Tickets submitted outside Support Hours shall be treated as received at 09:00 UK time on the next Business Day.

9. Defect Correction and Fix Delivery

9.1 Where Flynet confirms a Defect, Flynet shall determine the appropriate remedy, which may include a patch/hotfix, inclusion in a maintenance release, or other correction approach in Flynet's discretion.

9.2 The timing of any fix will depend on severity, reproducibility, complexity, and Flynet's release processes. Flynet does not guarantee that fixes will be delivered within a specified period under Essentials Support.

10. Licensee Responsibilities

10.1 The Licensee shall:
(a) provide competent technical contacts capable of applying patches, changing configurations, and performing basic diagnostics;
(b) provide information reasonably requested by Flynet, including logs/traces, timestamps, steps to reproduce, environment details, scope of impact, and recent change history;
(c) ensure the Licensed Software is used in a Supported Configuration; and
(d) maintain suitable network access and prerequisites as per Documentation.

10.2 Where the Licensee fails to provide required information, Flynet may be unable to progress the Support Ticket and response timelines may be affected.

11. Escalation

11.1 Essentials Support does not include live escalation channels (telephone/on-call). Escalation is available only via the Support Portal/email within Support Hours.

11.2 If the Licensee requires accelerated handling or out-of-hours engagement, Flynet may propose a support tier upgrade and/or Professional Services.

12. Order of Precedence

If there is any conflict between documents, the order of precedence shall be:
(a) the applicable Quote/Order;
(b) this ESLA;
(c) the Agreement (including any master terms and conditions).

13. General

13.1 This ESLA describes service levels only. This ESLA describes service levels only. All other legal terms (including licence terms, limitations of liability, warranties and confidentiality) are governed by Flynet's End User Licence Agreement ("EULA") available at: http://jubilantsoftware.com/EULA

In the event of any inconsistency between this ESLA and the EULA, this ESLA shall apply **only** to the service levels described herein, and the EULA shall apply to all other terms.