



**LAW
MASTER[®]**

Law Practice Technology

Helpdesk Procedures

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Upgrade.

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Document Revisions

The following table lists all the updates made in the document from its previous version.

Version Number	Updates	Who	When
V1.0	Release	RSG	31/05/18
V1.01	Update	RSG	30/06/18
V1.02	Update – to include change of hours for ADST	RSG	28/09/18
V1.03	Update – to hours of operation & current rate	DXC	29/05/20

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Hours of Operation

Helpdesk hours of operation are 08:30 to 17:00 AEST (and AEDT during daylight saving periods), Monday to Friday excluding public holidays.

For New Zealand and Western Australian clients Helpdesk services outside these hours will be undertaken on a best efforts basis.

Outside of these hours, LawMaster offers standby support and emergency support services. Details are set out below:

After Hours Emergency Support is provided on a best endeavors basis. In circumstances where urgent support services are required, such as a system down. Emergency support can be logged by calling the Helpdesk number 1300 135 213. The caller will be directed to the critical after hour's voicemail and asked to leave a message. The message will be converted to a SMS message and dispatched to LawMaster technical support. The technical team will use its best efforts to contact you to resolve the issue but this is subject to staff availability and other priority incidents.

Fees:

- All incidents (which are not faults) will be charged a call out fee equal to 2.5x our standard hourly support rate. A minimum 1 hour charge will apply to all after hour's emergency support.

Standby Support is provided in respect of specific client requirements or tasks (such as system maintenance, server upgrades etc.) to be provided at an agreed time and date. This can be on an on-call or prearranged basis. Standby Support is usually arranged for between 18:00 and 22:00 AEST time.

Please provide notice to LawMaster of the support required. We prefer this be logged via our Helpdesk client portal at least 5 days before the support is required to give us sufficient time to make any necessary arrangements. When making the request please provide the following:

- details of the nature of for the standby support;
- the desired start and end times for the Standby Support (Standby Period).

This will ensure that the appropriate LawMaster resource(s) are available during the Standby Period.

LawMaster will provide a Task Authority which will detail the work and the charges.

Fees:

- a nominated time window of two hours (minimum) paid at the normal support hourly rate. This charge will apply even if the Task Authority is cancelled.
- Plus 1.5 times the normal support hourly rate per hour worked (minimum 1 hour) for any time worked

Prearranged work

This applies to work such as upgrades and migrations.

Fees:

- 1.5 times the normal support hourly rate (minimum 1 hour).

NB: the current normal support hourly rate is \$210.90 + GST.

Helpdesk Contact Procedures

Clients can submit Helpdesk queries by:

- Completing an on-line Helpdesk Request Form that can be accessed from LawMaster's web site address at:
 - helpdesk.lawmaster.com.au; or
- For critical issues - calling Helpdesk on 1300 135 213.

Issues are assigned a priority ranking and responded based on their ranking.

Scope of Service

Every issue is assigned a unique tracking number as soon as it is entered into our system. Each issue is triaged free of charge before being assigned to the Helpdesk, Product Management or Client Services.

Helpdesk support and maintenance will be provided only for the current version of the LawMaster software and that immediately prior to the current version.

Helpdesk:

- Triages and assigns all issues free of charge
- Responds to simple 'how to' questions on software functionality that can be answered within 10 minutes, all other issues will be worked on up to an hour at the LawMaster standard support rate. After the first hour, your approval to incur further charges will be obtained.
- Provides upgrade assistance, coordination and troubleshooting of faults and error messages

NB: the current normal support hourly rate is \$210.90 + GST.

Other functions that link in with the Helpdesk are:

Product Management:

- Handles triaged tickets relating to faults and errors
 - Tickets categorised as faults will be reviewed and managed as priority
 - Fault resolutions are free of charge
- Handles triaged tickets relating to enhancements and custom development
 - Tickets categorised as enhancements will be reviewed free of charge

- Will contact the client to advise if the enhancement will be considered for a future release
- If a custom development is applicable, LawMaster will consider performing the enhancement on a fee basis

Client Services:

- Handles triaged and more complex 'how to' questions relating to training and configuration, automation, system administration, accounts and infrastructure issues or infrastructure environmental problems
 - These requests are usually referred to your Account Manager for evaluation and estimation
- Provides consulting services such as data migrations and custom reporting
- Advice and guidance on the refinement and improvement of workflow practices, and new and refresher training for Facilitators, Mentors and Operators on the core LawMaster technology.

Please note the services above are not an exhaustive list, rather a snapshot of the various tasks and projects conducted by the Client Services team. These services are not included in this document and are individually estimated upon request. All estimates require a written acceptance and payment by the client before any work is commenced.

Call Priorities and LawMaster Action

Helpdesk calls are assigned a Priority code to indicate the severity of the problem.

The priority system is as follows:

1. **Critical:** the LawMaster software is rendered inoperative or is unable to be used for essential processing functions. Acknowledged within 1 hour of learning of the problem. First update to Client within 4 hours, whenever possible. Further updates at 4-hour intervals. Within 1 business day LawMaster will provide a workaround or a fix, or failing this, LawMaster will provide a plan for urgent rectification.
2. **High:** Essential processing functionality or software access interrupted, degraded or unusable, having a severe impact on availability. No acceptable alternative is possible. First update to Client within 4 hours. Further updates as required. Within 2 business days LawMaster will provide a workaround or a fix, or failing this, LawMaster will provide a plan for urgent rectification.
3. **Medium:** Non-critical processing is unusable or hard to use having an operational impact, but with no direct impact on LawMaster availability. A workaround is available. First update to Client within 1 day. Further updates as required.
4. **Low:** First update to Client within 1 day.

The update to the Client is a means to communicate to the Client about LawMaster's actions and progress towards finding a solution to the problem. Some problems may take longer to diagnose and resolve.