

SaaS Third Party Software Support



THIRD PARTY SOFTWARE SUPPORT

CIP shall provide the following support services for hosted Third Party Software selected and paid for by the Customer

1. an advisory and explanatory service within the scope of CIP's expertise with respect to the applicable Third Party Software. Telephone calls and emails may be logged between the hours of 09.00 and 17.30 UK time each day excluding UK public holidays and weekends
2. regular communication from CIP providing information on matters of general interest with respect to any applicable Third Party Software
3. liaison with applicable Third Party Software providers and providing standard available work arounds and fixes for any failure logged by the Customer with CIP for applicable Third Party Software to provide Third Party Software Functionality
4. at CIP's sole and absolute discretion, providing on the SaaS Services access to and use of standard updates and new releases within a version of applicable Third Party Software as such updates and releases are made available by the relevant Third Party Software provider