

SERVICE LEVEL

Recognising the importance to your business of a secure and available accounting and payroll system Liberty Accounts is fully committed to providing our customers with the utmost in availability.

We know that providing you with this reliable and secure service is fundamental to our success.

A significant benefit of using Liberty Accounts is that you do not pay for upgrades or system enhancements. However to be able to provide these benefits we must schedule, from time to time, periods of maintenance.

To this end our service is offered as follows:

- ◆ Liberty Accounts is normally available 24 hours a day, 7 days per week. Minor enhancements and system improvements will, from time to time, take place between 21:00 and 23:00 hours on Wednesday or Sunday evenings (the Scheduled Maintenance Window). Such minor enhancements are unlikely to give rise to system outage of more than 15 minutes.
- ◆ If an enhancement or system improvement is expected to take longer than the Scheduled Maintenance Window, but less than 8 hours, then a minimum of 24 hours notice of the maintenance will be given. Such maintenance will usually be timetabled for late night (not before 21:00) or weekends.
- ◆ For major platform upgrades where a period of more than 8 hours may be required, we will provide 28 days notice of the planned outage. Such maintenance will usually be timetabled for a weekend or a bank holiday weekend.