

Service Level Agreement

Thinking Worlds Standard Package Technical Support

Purpose

The purpose of this Support Service Level Agreement (SLA) is to detail specific technical support services provided with the Thinking Worlds Standard Package.

Scope of Agreement

Requests for Support Covered Under This Agreement

The following technical support service types are provided under this agreement:

A. Technical Assistance / Guidance / Advice

1. Assistance with technical functionality of Thinking Worlds during application development —Advice about or education on how to use the technical functionality of Thinking Worlds, including scene flow guidance and 3D assets manipulation within Thinking Worlds when creating a simulation. (This is in addition to the online support on the www.thinkingworlds.com site including access to online forums, training materials, extensive tutorials, 3D art support guides and starter movies).
2. Assistance with technical deployment issues – advice about and guidance relating to technical questions on how a Thinking Worlds simulation can or cannot be deployed through the different deployment architectures (stand-alone, web and SCORM / LMS). These questions must be based against the minimum hardware and server specifications of Thinking Worlds applications outlined on the www.thinkingworlds.com site.
3. Assistance with technical questions linked to 3D art – advice and guidance linked to questions about 3D art asset creation, importing and manipulation within Thinking Worlds.
4. Assistance with technical integration – advice and guidance on how Thinking Worlds simulations can be integrated into learning solutions. These include SCORM compliance and how html, pdf, and flash resources can be embedded and linked to simulations.

Caspian Learning commits to providing a response to Technical Assistance requests within 5 working days.

B. Technical Software Issues

Responses to technical issues that arise – responses and solutions will be developed for any technical errors that occur during the creation or publishing of a Thinking Worlds simulation that are directly caused by the software. Technical Issue severity definition and the associated Caspian Learning responses are as follows:

Issue severity definition	Caspian Learning Response time
Major: Failure of one or more complete subsystems of the software -Data is corrupted or irretrievably lost -No work around is available -Work on the simulation or game cannot continue	Commence analysis immediately with a response as soon as possible.
Medium: Defect or failure in non-critical subsystem of the software -No data corruption or loss -Suitable work arounds are available -Work on the simulation or game can continue, albeit with some delay	Provide a response within one working month.
Minor: Trivial or cosmetic defect that does not unduly affect the simulation or game build -No work around is required	Incorporate into next version release if more than one month distant, or incorporate into next service update.

Format of Support

All support issues must be communicated to Caspian Learning through the online reporting system, through which Caspian Learning will issue a ticket / issue number for recording, tracking and quality monitoring purposes.

The URL link to the reporting system will be provided by Caspian Learning to you at the same time as we send you your activation key to enable your Thinking Worlds software, following your purchase of the Thinking Worlds Standard package.

You are strongly encouraged to visit the FAQ's, forum and support area of www.thinkingworlds.com prior to raising a support request, as the answer to your question very likely already exists within these areas.

The response to support requests may involve:

- Sending you a response directly, and / or
- Pointing you to an answer that already exists within the FAQ's at www.thinkingworlds.com and / or,
- Pointing you to guidance that has been given / discussed on the forum at www.thinkingworlds.com

Some types of support request can only be addressed by requesting that you provide source files for analysis by Caspian Learning. Should you be unable or unwilling to provide this data, Caspian Learning reserves the right not to be able to work within the terms of this SLA.

Request levels

For this level of Thinking Worlds package you may make up to 4 support requests per month covering support type A 1 above, and 1 support request per quarter covering support types A2 – 4 above.

The level of support requests of type B above is unlimited.

Requests for Services NOT Covered Under This Agreement

This agreement does not cover the following requests. However, Caspian Learning would be pleased to provide a separate statement of work in proposing services to address any of the following:

1. Assistance with application usage when unsupported or nonstandard hardware or software is involved—Use of unsupported or nonstandard hardware or software often results in unexpected behaviour of otherwise reliable systems. For example, should one use 3D asset creation tools other than 3Ds Max and try to use Caspian Learning tools with these non-supported applications, Caspian Learning will be unable to offer support on these tools. In this example, you should discuss with Caspian Learning the development of tools to directly support their asset creation tools. Similarly, should you try to run Thinking Worlds in virtualized hardware environments, such as in a virtual Windows environment on a Macintosh or Linux machine, Caspian Learning will be unable to offer support for problems that arise in those environments.
2. Design/Content Consultancy queries – Caspian Learning will not under the standard agreement provide design consultancy, including but not limited to developing scene flows, story boards and generating simulation concepts for the client.
3. Functionality Enhancements — Caspian Learning will not respond to functional developments that might be sought by the client under this agreement. If functionality enhancements are sought, Caspian Learning will be keen to discuss these under separate arrangements. Additional services not covered by this support agreement include:
 - New or added interfaces to other systems or software
 - New product functionality
 - Training requests

Changes to Service Level Agreement

Amendment to Agreement

Caspian Learning may amend the Terms and Conditions of this agreement during the period of the agreement without consultation, so long as the overall level of service provided is improved.

General Terms and Conditions

Term of Agreement

This agreement is in effect upon purchase of the standard Thinking Worlds package and ends 12 months post this date.

Renewal of Agreement

Caspian Learning will contact you prior to the end of this 1 year term to remind you that it will soon be ending and will send you the latest Service Level Agreement prior to your decision to renew.

Definition of support request

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix a defect in Thinking Worlds or a related software program provided by Caspian Learning or a request for support that involves no modifications to application code, such as a question.