

Our Customer Promise

Last Update February 2024

1. Overview

This Customer Promise is specifically for, and is governed by, the READING PLUS SOFTWARE AS A SERVICE SUBSCRIPTION AGREEMENT. The support service outlined in this policy forms part of the Software as a Service offering.

This Support Policy is subject to change at Reading Solutions UK's discretion; however, policy changes will not result in a material reduction in the level of support provided.

2. How and when to contact us

Staff registered to Reading Plus[®] may make support requests throughout the agreement's lifespan.

Urgent support requests can be made by calling 0191 389 6078 and selecting the support option. Telephone support is available during regular business hours (8.15 am-4.30 pm, Monday to Friday).

Alternatively, support requests can be made via Reading Solutions UK's website through the form found here: <https://www.readingsolutionsuk.co.uk/contact-us/>

Your support request will be registered to our CRM system with a ticket number, and a member of the Customer Support Team will respond according to our response and resolution targets.

Finally, you may also email us at support@readingsolutionsuk.com. A team member will create your support request ticket in our CRM system.

Support requests may be made in respect of:

- (i) Problems or issues accessing Reading Plus[®] Software.
- (ii) Requests to resolve technical problems or issues with Reading Plus[®] Software.
- (iii) To offer support and training on admin and pedagogy.
- (iv) 'How To' queries.

3. Response and resolution targets

Phone:

Our service level goal is for 80%+ of customer calls to be answered within 40 seconds or less.

You will be asked to provide identification details such as:

- Your name.
- School name.
- School postcode.

This is to approve the viability of the request by checking your details against our CRM system.

A member of the Customer Support Team will ask you for details of the support request. Please provide as much detail as possible to help us resolve the issue.

They will advise or propose a possible solution with you over the phone. If the issue is resolved during the phone call, the interaction will be recorded as resolved as a note on our CRM system for future reference.

If the team cannot resolve the issue, the support request will be sent to the US technical support team (See Item 5, “Requests outside of Reading Solutions UK’s scope and ability”). You will be asked for an email address that can be used to update you on the progress of the support request and the final resolution of the issue in question.

See 4B for support request categories and response times.

4. Response times and resolution:

4B Support requests are categorised below with the following examples:

Priority	Definition	Acknowledgement of your request within business hours*	Target resolution time [including temporary fix where applicable] *
Critical (By call only)	Reading Plus® ceases to work or is so severely impacted that you cannot reasonably continue to work. You experience a complete loss of service.	On phone call.	This issue would require US Support help and fall under section 5 of this document.
High	A pupil(s) account has frozen, and they cannot use the software.	Automated response sent.	<p>This issue may require US Support help and fall under section 5 of this document.</p> <p>If we can handle your request, we will aim to resolve this within 24 hours.</p>

Medium	A new staff member requires a login for the software.	Automated response sent.	Within 48 hours.
Low	A class name needs updating on the system.	Automated response sent.	Within 48 hours.

Email:

Requests for support via email should be sent to support@readingsolutionsuk.com. The Support inbox is monitored during business hours (8.15 am-4.30 pm, Monday to Friday). An automatic response email acknowledging the request will confirm receipt of your request. A team member will then notify you once we resolve your query.

Your email will be recorded on our system as evidence to maintain a record of the request for future reference.

In your response email, we will detail the solution to the request or advise you on the next steps within the protocol if we cannot solve the issue.

If we cannot resolve the issue, the support request will be sent to the US technical support team (see Item 5, “**Requests outside of Reading Solutions UK’s scope and ability**”). You will be asked for an email address that can be used to update you on the progress of the support request and the final resolution of the issue in question.

It will escalate if we cannot resolve the support request within our target time scale.

We will use reasonable efforts to respond to the support request within the stated target resolution times; however, this may not always be possible. Suppose we cannot resolve the support request within the target resolution time. In that case, we will notify you of why (e.g., because Reading Solutions UK cannot replicate the problem) and keep you informed of progress.

If you believe, in good faith, that you have not received quality or timely assistance in response to the support request, you can request for it to be escalated.

We will work with you to develop an action plan and allocate the resources to resolve an escalated support request.

If, upon investigating a support request, it becomes apparent that a change to Reading Plus is required to resolve the issue or improve the user experience, we will describe the incident leading to the requested change to the Publishers, which will assess the change request and either:

1. Schedule the development and inform the customer that the change will be included in the next Reading Plus[®] update or
2. Reject the change request and contact the customer to confirm its reason.

Reading Solutions UK may review support requests logged by a customer. Where training or support is required or repeated calls have been logged on a single issue, it may recommend specific chargeable training or consultancy to address any apparent knowledge gaps. Where support is chargeable, we will invoice the customer for the services to be paid within 30 days.

* Please note that response times may be affected by bank holidays, US federal holidays where technical responses are required by US Support in clause 6, and UK school holidays. You may also experience a delay during busier periods of term when the demand for support increases.

5. Requests outside of Reading Solutions UK's scope and ability

Support requests may arise that Reading Solutions UK cannot resolve themselves. In this scenario, the request will be forwarded via email to the US Support Team employed by the publishers of Reading Plus. You will be asked for an email address that can be used to update you on the progress of the support request and the final resolution of the issue in question.

The request will fall under US Support request procedures and response times as below:

6. US Support request procedure and response times

Reading Solutions UK employees can initiate a support request with the Publisher by email or phone.

Any technical issues or questions beyond Reading Solutions UK's ability to resolve can be escalated to the Publisher.

Acknowledging receipt of email requests is automated and immediate.

Tier 1 response to requests will be provided within 1 US business day. This initial Tier 1 response will:

- Resolve the request by providing appropriate information or solution (where possible); or
- Request additional or clarifying information from the requestor to diagnose or resolve the request.

The Publisher will work with Reading Solutions UK to resolve the request as quickly as possible. The Publisher's Service Levels show that incoming requests are resolved in:

- Less than 1 US Day – 81% of the time.
- Less than 3 US Days – 87% of the time.

If the issue is beyond the ability of the Publisher's support team to resolve within 3 US Business Days, the Publisher's support team will escalate the problem to Tier 2 Support.

Tier 2 support may include additional engineering, editorial, or other expert resources to bring issue resolution. The Publisher will make all reasonable efforts to resolve issues escalated to Tier 2 support to the satisfaction of Reading Solutions UK. In the case where the problem cannot be resolved to the satisfaction, the Publisher may provide workaround strategies.