



BASELINED VERSION 7

JANUARY 2024

Customer change support process



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1 Change history

Version	Date	Details
1.0	5 January 2006	Baseline
2.0	12 April 2006	Re-baselined to include a change sign-off form
3.0	8 August 2006	Re-baselined to match internal change
4.0	17 April 2007	Re-baselined to cater for product changes
4.1	25 April 2007	CSR revised to CCS throughout the document
4.2	9 July 2007	Re-baselined to refer to Vocalink
4.3	16 August 2007	Revised form samples included
4.4	6 June 2011	Revised to match internal change and Response form updated
5.0	17 June 2011	Baselined
6.0	15 May 2014	Baselined
7.0	9 January 2024	Baselined

2 Introduction

From time to time, Vocalink's customers need to make changes to their own technology, for example software version changes, the introduction of new data streams or significant outsourcing and infrastructure changes (referred to in this document as a "Change"). Customers may request support for these Changes from Vocalink, which Vocalink will be pleased to consider on a bespoke basis.

Where a customer has an existing contract with Vocalink and the Change impacts or may impact on Vocalink's obligations, or how the customer receives its services under that contract, customer Changes should be dealt with in accordance with the contractual change control procedures and are accordingly, outside the scope of this process.

This customer change support (CCS) process sets out the process for requesting Vocalink support where there is no current or relevant contract. Vocalink can assist in all stages of the Change project's life cycle from requirements investigation and definition through design, construction, testing and implementation. Customers should involve Vocalink as early as possible in the project life cycle in order that all aspects of the project (requirements, design, testing and implementation) can be designed to work efficiently with Vocalink's existing products and any future services which the customer may procure from Vocalink.

3 Customer change support service operation

3.1 **Customer change support request submission to Vocalink**

When a customer wishes to procure Vocalink's support in implementing a Change, the most efficient way to do this is by completing and submitting to Vocalink a CCS request form available from Vocalink's website (vocalink.com search term customer change support).

Although the form should contain as much information as possible, the customer should not delay submission just because complete information is not available.

The CCS request will be passed to the appropriate Vocalink product and relationship manager for assessment. Should the change be agreed, a Request For Change (RFC) reference number will also be assigned.

3.2 **Customer change support request appraisal by Vocalink**

Vocalink will perform an initial assessment of each CCS request, normally in liaison with you. From this assessment Vocalink will return to the customer with one of the following:

- An indication that there will be no charge;
- A time and materials charge (for open-ended tasks);
- A charge either for performing a full feasibility study and producing a customer proposal or for making/supporting the requested Change (depending upon the size/nature of the Change) which Vocalink will endeavor to fix if the feasibility study/Change is clearly scoped but which will be quoted on a time and materials basis if not;
- Rejection of the Change if it is not desirable or feasible.

The Vocalink response will be communicated to the customer using the customer change support response form included below.

3 Customer change support service operation

3.3 Timetabling

Part of Vocalink's impact assessment task is to match the customer's timetable for implementation against Vocalink's resource availability.

Customers should give Vocalink as much notice as possible of any requested Change. Vocalink cannot guarantee to achieve customer deadlines but will endeavour to work with the customer to help it reach its deadlines if given sufficient notice.

Should Vocalink have to divert resource to meet an urgent customer requirement, it reserves the right to add a surcharge to the standard project charge.

A customer proposal will contain a high-level timetable that has been agreed with the customer. Timetabling of smaller changes will be discussed and agreed less formally between Vocalink and the customer. The customer acknowledges that this timetable is indicative only and that Vocalink does not accept liability for slippage unless this is expressly agreed in writing.

When a Vocalink product requires amendment as a result of the requested change, the amendment will be scheduled by Vocalink into its programme of application upgrade releases.

3.4 Vocalink SLAs

The following SLAs will apply when processing CCS requests:

1. Vocalink will perform an initial impact analysis of the request; the result of this initial impact analysis will be provided to the customer within twenty-five working days of receipt of the CCS request subject to timely provision of all information and co-operation required by Vocalink to perform the analysis.
2. The customer must inform Vocalink whether they wish to proceed with the requested change/ they wish Vocalink to perform a full feasibility study within twenty-five working days of receipt of the initial impact analysis result. If acceptance is not received within twenty-five working days Vocalink reserve the right to close the CCS or review the quoted charge.

Notes:

- For SLA 2, Vocalink will ask for earlier confirmation by the customer if it is needed in order to meet the customer's implementation timetable
- Working days exclude weekends and UK bank and public holidays

4 Commercial aspects

4.1 **Customer change support request form**

The Vocalink CCS request formalises the customer's request and provides the basis for initial impact analysis. No charge is incurred by submitting a form.

4.2 **Terms and conditions**

The Vocalink terms and conditions for supply of the customer change support service are available on the Vocalink website (vocalink.com search term customer change support).

Submission of the CCS request form confirms customer acceptance of Vocalink's terms and conditions. All other terms and conditions, whether they be the customer's terms and conditions submitting on a purchase order or otherwise, are expressly excluded.

Should the customer withdraw the CCS request once Vocalink has begun work on the response, Vocalink shall be entitled to payment for the resource expended up to the date of withdrawal.

4.3 **Customer sign-off**

Once Vocalink has completed the requested Change, Vocalink will seek confirmation from the customer that the CCS request has been completed. On receipt of the customer confirmation, Vocalink will start the invoicing process.

For a large piece of work Vocalink may agree with the customer that stage payments are to be made, rather than a single payment at the end of the project. In that case, a customer change support sign-off form will be submitted to the customer whenever a stage is completed.

Note: a formal contract may be required to be drawn up between both parties for large pieces of work, which Vocalink will expect to be concluded on Vocalink's standard terms.



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