## SMILE Business-Hours Support
### 9 a.m. - 5 p.m. AEST AEDST, Mon - Fri, (excluding Public Holidays)

Inomial provides remote support of your Smile system to rectify any defects or errors that would cause the system to malfunction under normal circumstances. To provide support, you must provide Inomial with unhindered remote access to your Smile system.

### To submit a Business-Hours Support Order

- E-mail - support@inomial.com
- Telephone - Within Australia phone (03) 9663 3554, International phone +61 3 9663 3554
- Smile Support Ticket - raised through your Smile "CAT" access.

### Our response

When our support is required during business hours, we aim to acknowledge the problem within 30 minutes with work commencing on resolving the problem within 2 hours. In the event that we simultaneously receive multiple support orders, we will assign resources to to the orders on a needs basis.

## SMILE After-Hours Emergency Support
### Within Australia phone (03) 9663 3554, International phone +61 3 9663 3554

**Listen carefully to the recorded instructions and call the number provided. Remember to speak slowly and clearly. Leave a telephone number on which we can contact you personally.**

### After-hours emergency support

Inomial's emergency support staff are on-call 24/7 to respond to customer phone calls and alerts sent out from the monitoring system.

An after-hours emergency is a problem that will adversely affect 5 or more of your customers and that you feel cannot wait until the next business day to report.

After-hours are outside Inomial's normal business hours; Mon - Fri, excluding public holidays, 9 a.m. - 5 p.m. AEST and AEDST.

### Our response

When our after-hours emergency support is required, we aim to acknowledge the problem within 30 minutes with work commencing on resolving the problem within 2 hours on weekdays and 4 hours on weekends. In the event that we simultaneously receive multiple support orders, we will assign resources to to the orders on a needs basis.

When we receive an after-hours monitored alert, we will call the "Technical Contact" that we have on file. We will advise that we have monitored a problem and our status on fixing the problem.

### Scheduled outages, yours and ours

We will advise your "Technical Contact" of any outages scheduled after-hours by Inomial. Similarly, it is important to advise us of any outages scheduled after-hours on your part. As your Smile is monitored, any outage will trigger an alert to our after-hours emergency support staff who will respond as if it is an emergency.