CoreLogic **Address Right Service Support**

1   Hours of Support

Standard Support Hours

8.00am – 5.30pm each Business Day excluding Weekends, Public Holidays, and CoreLogic's Christmas/New Year shut down period (being from the last business day before the observed Christmas statutory holiday period, to the first business day after the observed New Year statutory holiday period).

Out of Hours Support

5.30pm – 10.00pm each Business Day - Monday to Friday; and
8.00am – 10.00pm on Weekends, Public Holidays and the Supplier's Christmas/New Year shut down period (referred to in 1.1 above).

During these times, CoreLogic will have technical support staff monitoring the services, and responding to any issues or faults in accordance with the Application Response and Restore Times detailed in clause 2 below.

Non-Supported Hours

10.00pm - 8.00am on each day.

2   Application Response and Restore times

8.00am – 5.30pm each Business Day excluding Weekends, Public Holidays, and CoreLogic's Christmas/New Year shut down period (being from the last business day before the observed Christmas statutory holiday period, to the first business day after the observed New Year statutory holiday period).

Within Standard Support Hours and Out of Hours

Severity levels	Response time	Time to Restore
Critical - *Application is not operational or has a critical loss of functionality.*	Within 1 hour	Within 4 hours
High - *Application is operational, but functionality is severely degraded.*	Within 2 hours	Within 8 hours
Medium - *Application is operational, but functionality is degraded in a non-critical manner (e.g. is running slow).*	Within 4 hours	Within 5 Business Days
Low - *Application is operational and functional, but may have a minor bug.*	Within 8 hours	With next release

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Within Non-Supported Hours

Response and Restore times will be as described in clause 2.1 above, however will become effective only from the commencement of the next Standard or Out of Hours Support period (e.g. a fault occurring at 11.00pm will not be responded to by CoreLogic until 8.00am the next day).

Service availability

The Service is expected to be available 24x7 for 365 days of the year, subject to scheduled outages for maintenance, or unforeseen outages.

CoreLogic will use its best efforts to ensure that the Service availability exceeds 99.5% of the time, however CoreLogic does not warrant or guarantee that the Service will be continually available or fault free.

Application maintenance

CoreLogic will endeavour to schedule outages or undertake maintenance to the Service (where possible) outside of normal business hours of 8.00am - 5.30pm Monday to Friday.

Should CoreLogic undertake scheduled maintenance which is expected to result in an outage to the Service, CoreLogic will provide users with at least one week's prior notice, by email.

Fault reporting process

During Standard Support Hours

CoreLogic will provide application support through CoreLogic's Customer Service Centre. Issues or faults can be reported by contacting our Customer Service Centre on:

Phone:	0800 355 355 or
	04 915 6000
Email:	info@corelogic.co.nz

During Out of Hours and Non-Supported Hours

CoreLogic's Customer Service Centre does not operate during these hours. Customers can still report an issue by calling and leaving a message on our voice mail system, or by sending an email, however these will not be responded to by our Customer Service Centre until the next Business Day.

Additional or Non Standard Support

The support levels above are the Standard Support Levels applicable to the Service. Should additional levels of support be required outside of these standards, CoreLogic is happy to discuss individual requirements, subject to the payment of additional Support Services Fees.