

Jigsaw24 software-only support for iPad for education T&Cs

Software support:

- Help desk remote support on issues relating to:
 - Operating system and 1st party apps
 - iPad licensing issues
 - iPad iTunes issues
 - Device-specific wireless issues
 - Device-specific security advice
 - General advice and support on Apple Configurator
- The number of calls and tickets is unlimited for remote software support within the scope of the support.^{1*}
- Email and telephone number to report a fault.
- Ticketed incident management, and problem management to help identify and resolve ongoing or underlying issues.
- Service is available during School hours, i.e. 8:30am to 5:30pm UK time, Monday to Friday (UK bank holidays excluded).
- Support tickets can be raised via phone or email.
- Customer service on device supply and delivery of devices from Jigsaw24.
- When we deem that on-site attendance is required for resolution, there is no extra charge.^{2*}

The small print

- 1*** While we do not set a specific limit on the number of support tickets that you may raise, **on occasion we may ask to visit you** if you are experiencing a disproportionately high number of incidents, so that we can investigate and establish a likely cause.
- 2* Onsite attendance at no extra charge is at our discretion**, where we deem it is required and necessary to resolve an incident. It is also subject to the availability of suitable technical resource.
- Software Support does not cover loss or damage to data or software. **It is your responsibility to ensure that you have sufficient backups.** We will not recover or re-enter lost or damaged data.
 - **Software maintenance is limited to those devices on the Equipment List.**
 - **Software Cover does not include end user training.** Though we will be reasonable in our efforts to be helpful in the case of end user error, we cannot provide training in the day-to-day usage of apps as described in any associated manuals, help files or ReadMe files.
 - **We want the support under the Software Cover that we offer to be broad, inclusive and useful to you**, with the wider aim of helping you get the best from your Apple iPad estate. However, we would deem the following to be out of scope:
 - Full resolution of software issues relating to non-Apple apps, or those apps that are not from Apple or 1st party and for which support has not otherwise been agreed and documented on the Equipment List. We will offer advice and reasonable efforts to help.

- Resolution of wireless and networking issues and problems that are not specifically related to the configuration and normal functioning of the device itself.
- Resolution of issues relating to the function, usage or configuration of specialised Mobile Device Management solutions - but we would be happy to provide this service to separately.
- Any instance of software installed on a device that is not on the Equipment List.
- Any instance of software that is installed on a device that has had its serial number erased or otherwise made illegible.
- Recovery or re-entry of data that has been lost or damaged.
- Installation and configuration of new apps or software, other than to the extent of providing reasonable efforts to help and support your staff or nominated representatives to undertake these duties.
- Issues arising, in our reasonable opinion, out of changes or modifications to the software that are not supported by the developers or manufacturers of the software.
- Resolution of issues that are remedied by an upgrade or update to the software where the school refuses the update.

• **A software incident will be deemed to be resolved if any one of the following applies:**

- It is no longer having an impact on you, or your staff and students can continue to work.
- We have traced the most likely cause of the incident back to a known manufacturing or design fault, or limitation in the equipment or software that requires the intervention of a third party (e.g. manufacturer) to effect a complete resolution. In these circumstances we will tell you what your options are.
- We trace the cause of the incident to a lack of skills that is best remedied with training – we will make efforts to help, and can recommend further training.
- A remedial course of action is agreed between us (e.g. an out-of-warranty repair).
- We reasonably deem the incident to be out-of-scope of this agreement – see, for example, the specialised technical areas mentioned below.

• **Your network infrastructure must be fit-for-purpose.** We would love to help control your IT infrastructure, and need you to ensure that it is fit for purpose, and configured and maintained in accordance with recommended industry practices. It is your responsibility to ensure that you provide sufficient secure access, capacity, and functionality to permit us to provide a full service to you. If you can't we will still always try to help but may not be able to do so effectively.

• **Either party may cancel this agreement for any reason on giving 90 days' notice in writing.**

• **Liability.** Our total liability for any breach of this agreement or act or omission under it shall not exceed 150% of the aggregate sums paid by you to us for the performance of the services under this agreement over the rolling 12 months prior to any such breach, act or omission, subject to the restrictions and exclusions specified in our Support Terms and Conditions. We do not limit our liability for any matter that cannot by law be restricted or excluded.