

CUSTOMER SUCCESS DATA SHEET

BillingPlatform Support Offerings

All support levels include robust case management, web-based ticketing, resolutions updates and proactive communications regarding product releases, service updates, maintenance and outages.

Severity Definitions

- Urgent**
- Complete loss of service
 - Issue affecting data integrity
 - Critical issue affecting all users
 - No workaround available

- High**
- Major functions not available or rendered inoperable
 - Issue affecting data integrity
 - Critical issue affecting all users
 - No workaround available

- Normal**
- Non-critical loss of service
 - Low to medium impact of operations
 - Usable workaround available

- Low**
- Application inquiries
 - Issue does not impact regular business operations
 - Scalable workaround available
 - Application enhancement requests

	★ STANDARD	★★ ENHANCED	★★★ PREMIER
Features	<ul style="list-style-type: none"> • Quarterly Sandbox Application Refreshes (on request) • Up to 2 designated contacts • Unlimited incident requests • Vendor application monitoring 	ALL OF STANDARD, PLUS <ul style="list-style-type: none"> • Up to 4 designated contacts • 12 yearly customer contact training hours 	ALL OF STANDARD & ENHANCED FEATURES, PLUS: <ul style="list-style-type: none"> • Sandbox Application Refreshes on demand (Low Severity) • Up to 8 designated customer contacts • 15 monthly hours of Development Assistance/Training Assistance <ul style="list-style-type: none"> • Workflow • Widget • Payment Gateway • API • Salesforce Sync

INITIAL RESPONSE TIMES			
Urgent	2 hours (24x7)	1 hour (24x7)	1 hour (24x7)
High	4 business hours (24x5)	4 business hours (24x5)	2 hours (24x7)
Normal	12 business hours (24x5)	8 business hours (24x5)	4 business hours (24x5)
Low	2 business days (24x5)	2 business days (24x5)	8 business hours (24x5)
CHANNELS			
Ticketing	Available 24x7	Available 24x7	Available 24x7
Phone	N/A	Phone callback available for Urgent requests	Phone callback available for Urgent and High requests
Minimum Annual Cost			
	N/A	\$20,000	\$50,000