

Areté Support Policy

Support Process

Support Request

- Customer reports issue by email or phone.
- Email messages must be sent to the Customer Success Team: support@areteinc.com.
- Customer describes issue, relaying any messages or errors that have occurred.
- Customer classifies issue by severity level (Critical, Urgent, Problem, Question, or Suggestion).

Extended Support

- Customer should call 1-609-737-1212, select option #3 (unless otherwise directed).
- Customer describes issue, relaying any messages or errors that have occurred.
- Customer should also send email describing issue, relaying any messages or errors that have occurred.

Open Ticket

- Areté will provide Customer with an email acknowledging receipt of support request.
- Customer will provide additional information regarding the issue if requested by Areté.
- Customer and Areté will agree on when, how and to whom Areté will next provide an update on progress of resolution.

Resolve Open Ticket

- Areté and Client mutually work to resolve open ticket.
- If there is a bug, Customer will diligently attempt to reproduce, working with Areté.

Close Ticket

- A ticket is closed by the Customer Success Team when Customer agrees it is resolved, cancelled, or has been moved to the appropriate Development queue.

ARETÉ RESPONSIBILITIES

Severity Level	Definition	Areté Responsibilities	Response Time	Issue Resolution time		
				Issue Type	Minimum	Average
1 Critical	Areté system is down or unavailable; operational processes down	<p>Areté will act continuously and diligently to resolve issue during normal business hours (or after business hours if Customer has been granted Extended Support).</p> <p>Dependent upon scope of resolution, Areté and customer will agree upon implementation of a fix. If cause of initial ticket is determined to be an application bug as defined in the contract, then Areté will use all reasonable diligence to fix the bug within normal business hours.</p> <p>Support request for Critical Issues should always be initiated by phone (not email).</p>	<p>During normal business hours:</p> <p>Areté will call back ASAP but no longer than 30 minutes from initial support request.</p> <p>After Hours Extended Support:</p> <p>Areté will call back ASAP and within 60 minutes.</p>	Issue related to configuration	1 Hour	4 Hours
				User Queries related with to software standard feature	30 Min	2 Hours
				User Queries related to configuration (Required data analysis)	3 Hours	8 Hours
				Data analysis and issue resolution	6 Hours	16 Hours
				Issue related to QA environment	8 Hours	24 Hours
				Issue related to software code - Type 1	1 Day	3 Days
				Issue related to software code - Type 2	3 Days	7 Days
				Issue related to software code - Type 3	10 Days	25 Days

Severity Level	Definition	Areté Responsibilities	Response Time	Issue Resolution time		
				Issue Type	Minimum	Average
2 Urgent	A component or feature of Licensed Program is not functioning and has high impact to operations, has no known workarounds and affects significant percentage of users	<p>Areté will act continuously and diligently to resolve issue during normal business hours (or after business hours if Customer has been granted Extended Support).</p> <p>Dependent upon scope of resolution Areté and customer will agree upon implementation of a fix. If cause of initial ticket is determined to be an application bug as defined in the contract, then Areté will use all reasonable diligence to fix the bug within normal business hours.</p> <p>Support request for Urgent Issues should always be initiated by phone (not email).</p>	<p>During normal business hours:</p> <p>Areté will call back within 60 minutes of the initial support request.</p> <p>After Hours Extended Support:</p> <p>Areté will call back ASAP and within 60 minutes.</p>	Issue related to configuration	1 Hour	4 Hours
				User Queries related with to software standard feature	30 Min	2 Hours
				User Queries related to configuration (Required data analysis)	3 Hours	8 Hours
				Data analysis and issue resolution	6 Hours	16 Hours
				Issue related to QA environment	8 Hours	24 Hours
				Issue related to software code - Type 1	1 Day	3 Days
				Issue related to software code - Type 2	3 Days	7 Days
				Issue related to software code - Type 3	10 Days	25 Days

Severity Level	Definition	Areté Responsibilities	Response Time	Issue Resolution time		
				Issue Type	Minimum	Average
3 Problem	A component or feature is not functioning properly, but it is not significantly impacting operations	<p>Areté will act diligently to close a ticket during normal business hours.</p> <p>Dependent upon scope of resolution Areté and customer will agree upon implementation of a fix. If cause of initial ticket is determined to be an application bug as defined in the contract, then Areté will use all reasonable diligence to fix the bug within normal business hours.</p> <p>Support request for problem resolution can be made by phone or email.</p>	<p>During normal business hours:</p> <p>Areté will call back within 2 hours. If support request is received in the last hour of the business day, call may be returned in the first hour of the next business day. Will respond within 1 business day if support request is by email.</p>	Issue related to configuration	1 Hour	4 Hours
				User Queries related with to software standard feature	30 Min	2 Hours
				User Queries related to configuration (Required data analysis)	3 Hours	8 Hours
				Data analysis and issue resolution	6 Hours	16 Hours
				Issue related to QA environment	8 Hours	24 Hours
				Issue related to software code - Type 1	1 Day	3 Days
				Issue related to software code - Type 2	3 Days	7 Days
				Issue related to software code - Type 3	10 Days	25 Days

Severity Level	Definition	Areté Responsibilities	Response Time	Issue Resolution time		
				Issue Type	Minimum	Average
4 Question	User question, clarification of feature or documentation	Areté will answer questions and provide clarification during normal business hours. Requests for clarification or answers to questions can be made by phone or email.	<p>During normal business hours:</p> <p>Areté will call back within 4 hours if request made by phone. If support call is received in the last hour of the business day, call may be returned in the first hour of the next business day.</p> <p>Will respond within 1 business day if request is by email.</p>	Issue related to configuration	1 Hour	4 Hours
				User Queries related with to software standard feature	30 Min	2 Hours
				User Queries related to configuration (Required data analysis)	3 Hours	8 Hours
				Data analysis and issue resolution	6 Hours	16 Hours

Severity Level	Definition	Areté Responsibilities	Response Time	Issue Resolution time		
				Issue Type	Minimum	Average
5 Suggestion	Suggestions for Enhancements or Refinements	Areté handles enhancement and refinement requests only during normal business hours. Enhancement requests can be made by phone or email.	<p>During normal business hours:</p> <p>Areté will call back within 2 business days.</p>	Enhancement for improvement	Next Dev Cycle	3 Dev Cycles
				Enhancement at client cost	Next Dev Cycle	2 Dev Cycles

REFERENCES

NOTE I
Type 1: Low level of complexity in software code change
Type 2: Required deep analysis and medium level of complexity in software code change
Type 3: Required deep analysis and high complexity level in software code change

NOTE II
All days, hours or minutes are based on business regular time

NOTE III
Timing is counting from the point where Areté customer solution member has a full understanding of the issue and a remote connection is working properly.
Timing described is additional to the response time described in the Areté support policy

CUSTOMER RESPONSIBILITIES

- Customer will report issues when encountered in a timely matter. In resolving issues, time is of the essence
- Customer must initially report Critical and Urgent Issues by phone, not by email
- Customer must have access to the application and preferably the server environment to provide assistance to Areté in their efforts to reproduce and resolve all issues and help test proposed solutions
- Upon Areté request, Customer will give Areté immediate access to the application and/or associated data and configuration. Broadband, Web-based connectivity not specific to any one computer is strongly preferred
- Customer will not overstate the severity of an issue
- If Customer believes Areté has not fulfilled its responsibilities in resolving an issue, Customer will notify Areté Customer Success Manager and discuss. The Customer Success Manager will escalate to the appropriate Areté manager if determined necessary by customer. Areté will diligently work to ensure we fulfill our support responsibilities
- If there is a pattern of the Customer overstating severity or raising issues that are not contractually Areté's responsibility to resolve, Areté will notify Customer of this pattern and both will mutually establish a remedy to discourage such misclassifications. Such a remedy would include billing for any future time spent working on misclassified issues