

## Support Process

### Support Request

- Customer classifies issue by severity level (Critical, Urgent, Problem, Question, Suggestion)
- Customer reports issue by phone or email. Critical or Urgent issues must be reported by phone
- Email messages must be sent to the Customer Solutions Team: [support@areteinc.com](mailto:support@areteinc.com)
- Customer describes issue, relaying any messages or errors that have occurred
- Customer provides contact and application info (Name, Phone Number, Email Address, Company, Location (city), Application, Module, and Version)

### Open Ticket

- Arété will provide a ticket number to Customer
- Customer will provide additional information regarding the issue if requested by Arété
- Customer and Arété will agree on when, how and to whom Arété will next provide an update on progress of resolution

### Resolve Open Ticket

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

### Close Ticket

- A ticket is closed by the Customer Solutions 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
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 an Extended Support Agreement in place).</p> <p>Dependent upon scope of resolution, Arété 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 Arété 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><b>During normal business hours:</b></p> <p>Areté will call back ASAP but no longer than 30 minutes from initial support request.</p> <p><b>After hours:</b></p> <p>If Customer has an Extended Support Agreement, Arété will call back ASAP and within 60 minutes.</p> <p>Otherwise, Arété will call back ASAP within 30 minutes of the next business day.</p>

Severity Level	Definition	Areté Responsibilities	Response Time
<b>2 Urgent</b>	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 an Extended Support Agreement in place).</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><b>During normal business hours:</b></p> <p>Areté will call back within 60 minutes of the initial support request.</p> <p><b>After hours:</b></p> <p>If Customer has an Extended Support Agreement the initial response will be within 60 minutes.</p> <p>Otherwise, Areté will call back within 60 minutes of the next business day.</p>
<b>3 Problem</b>	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><b>During normal business hours:</b></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>
<b>4 Question</b>	User question, clarification of feature or documentation	<p>Areté will answer questions and provide clarification during normal business hours.</p> <p>Requests for clarification or answers to questions can be made by phone or email.</p>	<p><b>During normal business hours:</b></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>
<b>5 Suggestion</b>	Suggestions for Enhancements or Refinements	<p>Areté handles enhancement and refinement requests only during normal business hours.</p> <p>Enhancement requests can be made by phone or email.</p>	<p><b>During normal business hours:</b></p> <p>Areté will call back within 2 business days.</p>

## 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 Solutions Lead and discuss. The Customer Solutions Lead 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