

Support Service Levels



| | | CLOUD SUPPORT | | ON PREMISE SUPPORT | |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------|--------------------|---------|
| | | STANDARD | PREMIUM | STANDARD | PREMIUM |
| Level 1 | <ul style="list-style-type: none"> Usage Information Basic Troubleshooting Functional Assistance | X | X | X | X |
| Level 2 | <ul style="list-style-type: none"> Installation & Configuration IT Administration Advanced Troubleshooting Issues Diagnostic & Reproduction | ✓ | ✓ | X | X |
| Level 3 | <ul style="list-style-type: none"> Investigation of Software Issues referred from Level 2 Cumulative patches and/or Update Releases One-off Patches for P1 issues (if required) Workaround & Procedures | ✓ | ✓ | ✓ | ✓ |
| Updates | <ul style="list-style-type: none"> Software Updates New Releases | ✓ | ✓ | ✓ | ✓ |
| Support Portal | <ul style="list-style-type: none"> Portal Access 24/7 Support | ✓ | ✓ | ✓ | ✓ |
| Telephone Support | <ul style="list-style-type: none"> Telephone Support (Monday-Friday, 9am-5pm local time) | X | ✓ <small>(P1 & P2 issues only)</small> | X | X |
| Access to Tutorials | <ul style="list-style-type: none"> Access to "How To" documentation & Tutorial/Explainer Videos | ✓ | ✓ | ✓ | ✓ |

Support Service Levels



Premium
Cloud
Support

Expected Response Times

- Within 1 hour for issues classified as Priority 1 (P1)
- Within 4 hours for issues classified as Priority 2 (P2) (during Service Scope hours)
- Within 48 hours for issues classified as Priority 3 (P3) or Priority 4 (P4)

Expected Resolution Times

- Within 4 hours for Priority 1 (P1)
- Within 24 hours for Priority 2 (P2)
- Future Software Release for Priority 3 (P3)



Premium
On Premise
Support

Expected Response Times

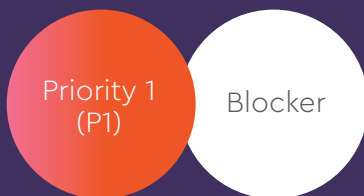
- Within 2 hours for issues classified as Priority 1 (P1)*
 - Within 4 hours for issues classified as Priority 2 (P2)*
 - Within 48 hours for issues classified as Priority 3 (P3) or Priority 4 (P4)*
- * During Service Scope hours

Expected Investigation Times

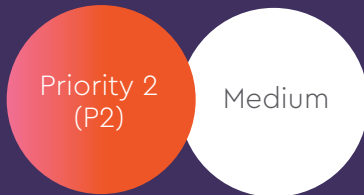
- Within 4 hours for Priority 1 (P1)
- Within 24 hours for Priority 2 (P2)
- Future Software Release for Priority 3 (P3)

NOTE: PREMIUM SUPPORT IS AVAILABLE FOR AN ADDITIONAL FEE, PLEASE DISCUSS WITH YOUR ACCOUNT MANAGER

Ticket Priority Levels



Priority 1 (P1) = Total disruption of service for majority of staff. Staff are unable to access the software or are unable to perform significant business operations.



Priority 2 (P2) = Partial system outage effecting portion of the application and staff group. Moderately affecting functionality.



Priority 3 (P3) = Unable to perform common business operation. Standard usage issue such that user functionality is somewhat disrupted, or a workaround is present.



Priority 4 (P4) = System advice or enquiry. Low level issue or question related to issue or functionality not causing operational issue.



Support

GreenOrbit customers can raise a support ticket by emailing support@greenorbit.com or by logging the request via the GreenOrbit Client Portal <https://client.greenorbit.com> where all tickets and responses can be managed.

Information

For more information about GreenOrbit, please contact your Account Manager or email info@greenorbit.com