



## STANDARD CUSTOMER SUCCESS SERVICE LEVEL AGREEMENT

### Objective

This Service Level Agreement (**SLA**) documents the support processes and standards used by Vyopta Customer Success to enable effective and consistent use of Vyopta software products.

### Service Support

#### **Hours of Support**

The Vyopta Customer Success organization provides remote technical product support and operates from 7AM to 7PM US Central time, Monday through Friday (excluding normal business holidays) and is the primary point of contact for reporting a Vyopta issue. The Customer Success organization provides technical analysis, problem solving and diagnostics. After hours support is available at an additional cost.

#### **Contacting Support**

The Vyopta Customer Success organization can be reached as follows:

Phone: +1 512 891 4200  
Email: [support@vyopta.com](mailto:support@vyopta.com)

#### **Response Times**

The following chart shows response time after initial assessment/assignment and creation of a ticket by the Customer Success organization:

| <i>Priority</i> | <i>Target Incident Response Time</i> | <i>Target Resolution Plan Time</i> |
|-----------------|--------------------------------------|------------------------------------|
| High            | 4 business hours                     | 8 business hours or less           |
| Medium          | 8 business hours                     | 16 business hours or less          |
| Low             | 16 business hours                    | 32 business hours or less          |

Priority for incidents are classified as follows:

**High** The entire system is “down” and inaccessible.  
**Medium** Operation of the system is severely degraded or major components of the system are inoperable and work cannot reasonably continue due to hardware or software failure.  
**Low** Errors that are non-disabling or cosmetic and clearly have no impact on normal operations (functional with a workaround).

Target Incident Response Time is the elapsed time between ticket submission and acknowledgement from the Customer Success organization.

Target Resolution Plan Time is the total time from ticket creation to formulation of a resolution plan to solve the incident. This resolution plan will detail the recommended steps to be taken and estimated time for resolution of the incident.



### ***Customer Notification***

Vyopta communicates with customers via online ticket updates (which provide email notifications and links to ticket views), voice/video calls, and email notifications utilizing provided contact information.

## **Customer Escalation**

The Vyopta Customer Success organization is the single point of contact for all incidents to be reported to Vyopta. If a ticket or a service issue needs to be escalated, contact your Vyopta Account Manager or the Vice President of Customer Success, Bret Hern ([bret.hern@vyopta.com](mailto:bret.hern@vyopta.com)).

## **Training**

Customer training is provided for an additional fee during the initial onboarding process. Subsequent “refresher” training can be requested by active subscribers at no additional cost on a space/time available basis. Training is not considered to be an incident under the terms of the SLA.

## **Feature Requests and Consulting Services**

Any requests for consulting services or additional functionality for Vyopta’s products are not considered to be an incident under the terms of the SLA. Feature requests are welcomed, but development and inclusion in future releases of Vyopta products is at Vyopta’s sole discretion.