

## CUSTOMER SUPPORT - DATA SHEET

# Obsessing over customers is our #1 core value

Whichever support package you choose, we take your goals and experience seriously and will work to deliver you the best customer experience. We aim to delight you with a high-quality experience both when you use the AppZen service and interact with our team.

Below is a description of our support packages so you can decide what makes sense for your business. Our **Standard** package is included with your AppZen purchase, while **ExpertCare** and **ExpertCare +** are available for purchase with an extra charge. Should you choose **ExpertCare** support, we will assign a designated AppZen Customer Success Manager to be part of your extended team, who will seek to understand your goals thoroughly and know the “ins-and-outs” of your account. With **ExpertCare +**, you’ll ensure that your team receives the maximum value using AppZen.

SUPPORT SERVICE	DESCRIPTION	STANDARD	EXPERTCARE	EXPERTCARE +
<b>Local business hours</b>	Support coverage 6am-6pm, PT	●		
<b>Portal and email</b>	Support by portal and email only	●		
<b>Online training</b>	Video and webinar self-guided training	●	●	●
<b>Release notes</b>	Access through support portal	●	●	●
<b>Global, 24x5 coverage</b>	Support coverage 24 hours a day, Monday through Friday, PT		●	●
<b>Enhanced service-level agreements (SLAs)</b>	Quicker turnaround for support SLAs		●	●
<b>Portal, email, and phone</b>	Support delivery through support portal, email, and phone (phone for severity 1 issues)		●	●
<b>Semi-annual Business Reviews</b>	Business reviews include full data analysis, configuration, and tuning recommendations		●	
<b>Access to Customer Support Team</b>	Our Customer Support team of AI experts will help to analyze your configuration, advise on best practices, and ensure you gain the maximum value with analytics	●		
<b>Named Customer Success Manager (CSM)</b>	CSM provides technical subject matter expertise during local business hours, handles change management, and maintains communication with you on ongoing goals, training, and quarterly business reviews		●	●
<b>Technical Account Manager (TAM)</b>	TAM assigned for incident and escalation management; TAM expedites resolution for severity 1 and 2 issues  TAM assists with problem management by providing technical consultation for workarounds or corrective action, based on available root cause analysis			●
<b>Customized, pre-release training</b>	CSM-led, pre-release training for your account administrators, customized for your priorities and use cases			●
<b>Custom support analysis and report</b>	TAM-led quarterly analysis and report on support cases, including best practices and configuration recommendations			●
<b>Priority SLAs</b>	Highest priority SLAs to ensure support tickets are responded to quickly			●
<b>Quarterly, on-site business reviews (QBRs)</b>	CSM-led QBRs include full data analysis, configuration and tuning recommendations, and support issue review			●

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### Service-level-commitments

Our services has consistently performed at an uptime of 99.9%. Our uptime monitor measures monthly, excluding holidays, and scheduled maintenance. Uptime and downtime measurements will exclude periods affected by regular maintenance, and any time the AppZen service is not available due to circumstances beyond AppZen's control, including (i) modifications of the AppZen service by any person other than AppZen or a person acting at our direction; (ii) problems caused by failed Internet connections or other hardware, software, or equipment which is not owned, controlled or operated by AppZen; or (iii) network intrusions or denial of service or other criminal attacks.

### Contact and availability

Contact ExpertCare and Standard support by email at [support@appzen.com](mailto:support@appzen.com), or click [support.appzen.com](https://support.appzen.com).

ExpertCare + support is available 24x5, while Standard support is available M-F 6am - 6pm PST, except U.S. holidays.

### Support

The table below outlines the response times for each severity level. No matter your support agreement, we are committed to providing a resolution in a timely manner.

SEVERITY	CRITERIA	STANDARD	EXPERTCARE	EXPERTCARE +	RESOLUTION TARGET
<b>1. Critical</b>	<ul style="list-style-type: none"> <li>Substantial non-functional or inoperative service causes a severe impact on your business operations (e.g. critical business processes are disabled)</li> <li>Continuous or near continuous service interruption</li> <li>No workaround available</li> </ul>	Two hours	One hour	One hour	AppZen will continue to work on the problem until it is resolved or a reasonable workaround has been provided.
<b>2. High</b>	<ul style="list-style-type: none"> <li>Important features are unavailable and cause a non-critical impact on business activity or decrease in performance</li> <li>Intermittent service disruption</li> <li>No stable workaround available</li> </ul>	Eight hours	Four hours	Two hours	AppZen will continue to work on the problem during normal business hours to provide a correction or workaround.
<b>3. Medium</b>	<ul style="list-style-type: none"> <li>Important features unavailable but workaround is available</li> <li>Causes a minor impact on business operations</li> </ul>	Two days (48 hours)	One day (24 hours)	One business day (8 hours)	AppZen will provide an initial response during normal business hours.
<b>4. Low</b>	<ul style="list-style-type: none"> <li>Little or no impact on development activity or business operations</li> </ul>	Five business days	Two business days	One business day	AppZen will provide an initial response regarding the requested information or documentation during normal business hours.