SUPPORT SERVICE AGREEMENTS
Fact Sheet

Support Services Offerings	Standard Plan	Elite Plan
Technical Support Incidents	$48.75/15 min.* ($195/hr) by Priority	$56.25/15 min.* ($225/hr) by Priority
Service Level Objectives (SLO) Response Times by Priority		
Critical	2 Hours	1 Hours
High	6 Hours	2 Hours
Medium	8 Hours	4 Hours
Low	16 Hours	8 Hours
SLO Reporting	N/A	Quarterly
After Hours rates for Technical Support**	1.5 x Plan Rate	1.5 x Plan Rate
Services Account Management	N/A	N/A
* Rates in USD ** After hour Support must be arranged in advance.		

Other Incident Category Service Requests
(No Service Level Objectives are tied to these services and any anything over 20 hours will require a formal Work Assignment)

Training Requests
Development Requests
Implementation Requests
Proactive Services Requests (Health Checks, Performance Tuning, etc.)

Support Incident Entry method:
Support incidents must be entered through the Customer Support login page:
https://www.westerncomputer.com/support/default.aspx

Support Terms and Definitions:

Support Services included in Plan: All incident types as set forth below under the heading "Incident Categories". All other incident types fall under Other Incident Category Service Requests. Any Other Incident Category Service Request over 20 hours will be provided under a separate signed Professional Services Work Assignment.

Service Level Objectives (SLOs): Service Level objectives are the response times to the Technical Support Incidents based on the type of Support Services Plan (Standard or Elite).

Support Plan Days: Monday - Friday, except published Western Computer Holidays. Normal Support hours are from 5am Pacific to 8pm Eastern.

Incident Priorities:

- **Critical** – The issue that has caused a Business down situation with no workarounds.
- **High** – Business down issue with business process or software workaround available.
- **Medium** – Issue that causes incorrect results
- **Low** – 'How-To' type questions or low impacting issues.

Incident Categories:

- **Technical Support Incidents** – Break/Fix type issues or simple How-To type incidents.
- **Development Request** – New request for a modification or report.
- **Implementation Request** – A request for a new implementation related exercise.
- **Training Request** – A specific request for a training exercise.
- **Sales Request** – A non-billable request for information or demo of solution/add-on.

Incident Approval Time:

- The hours required to resolve the Technical Support incidents will be considered approved for work to begin immediately. For Technical Support incidents that may exceed a 3 hour threshold the requester will be notified for their approval to proceed further.

Client Responsibility:

- Testing: Client agrees to fully test delivered solutions/programs within 14 days of receipt from Western Computer and notify Western Computer of testing results.
- Availability: Expected reasonable availability of client contact during resolution of incident.

Incidents not categorized under Technical Support Incidents: The following services are examples of what is not categorized under Technical Support Incidents. Some of these examples below fall under Other Incident Category Service Requests (Development Requests, Implementation Requests, Training Requests, or Project Consulting). Anything that would require over 20 hours will need a separate Professional Services Work Assignment.

- Payroll/Tax updates
- Service pack related work (Cumulative Updates, Hot Fixes, etc)
- Data cleansing exercises caused by issues not related to WCI's responsibility.
- Travel and related expenses to onsite activities
- Environmental issues outside of Dynamics (network, hardware, OS, SQL Server, printers, etc)
- Performance monitoring, database tuning, health check optimization related work
- Creating new reports or modifications to out-of-the-box or previously customized reports
- Developing and documenting business processes, flow diagrams, and procedures related to the implementation of software modules.
- Installation and Configuration of new modules and their upgrades
- Converting and/or migrating data into the system database
- Support of 3rd party add-ons or integrations that are not supported by Western
- Training on existing and new database modules
- Month-end or Year-end Closing activities and training
- Writing system administration and client user documentation

Escalation Process:

If for any reason you feel it necessary to escalate an event during the incident you agree to follow the escalation levels below:
- 1st level: Assigned Technician
- 2nd level: Support Administrator
  - o support@westerncomputer.com
  - o 805-581-5020 – ask for Support
- 3rd level: Support Manager
  - o Cindy.Peterson@westerncomputer.com
  - o 805-581-5020 – ask for Cindy Peterson

Optional Survey:

Western Computer will generate random surveys that will get emailed to our clients utilizing our Support services. This is a volunteer method of providing feedback for positive recognition and continuous improvement opportunities.