Social Solutions Apricot®
Customer Support Service Level Agreement
Updated February, 2017

Customer Support

Social Solutions provides user and system support for Apricot® and Apricot Essentials® clients within the client's subscription fees, as shown in the below table. Additional support packages are available for a fee that is in addition to the subscription fees, for clients who need advanced support options to match their unique business needs. The chart shown below provides an overview of the support provided in the various support packages.

Key Features[1]	Basic	Silver	Gold	Platinum
Online chat an email support[2,3]	Mon – Fri 9am – 5pm	Mon – Fri 9am – 5pm	Mon – Fri 9am – 5pm	Mon – Fri 9am – 5pm
Emails/chats per month[2,4,5]	5	20	30	Unlimited
Phone Consultation		Up to 1 Hr/Month	Up to 2 Hr/Month	Up to 3 Hr/Month
Inbound Phone Calls[6]			1 Call/Mo	8 Calls/Mo
Dedicated Support Specialist[6]				Yes

All times listed reflect Central Standard Time (CST)
1. Social Solutions reserves the right to cap annual support hours provided per customer as follows: 4 hours for Basic, 8 hours for Silver, 16 hours for Gold, and 32 hours for Platinum.
2. Excluding U.S. holidays.
3. Attempt will be made to answer questions while in chat, otherwise response will be within 2 hours.
4. Email Support response time targeted to be within 2 hours.
5. Indicated limit represents cumulative Chat and Email cases submitted per month.
6. Dedicated Support Specialist and Ad Hoc Calls are available M-F 9-5PM CST. International customers will be considered on a case by case basis.

How to Contact Customer Support

Social Solutions provides several different ways to contact Support:
1. Customer Portal: Customers can log into our Customer Portal to contact support, update cases or check issue and case statues, or check our Knowledge Base (available 24/7). This is accessible to all Apricot users via the Help Center tab in Apricot.
2. Chat support: Users can chat with a live representative (available 9:00 am – 5:00 pm CST) via the Customer Portal.
3. Email support: Users can submit a Case directly through the Customer Portal or via email to customer.care@socialsolutions.
4. Phone support: Through the purchase of a premium Support Package, users can schedule phone consultation with a member of the Ongoing Support team.

Customer Support Availability

Social Solutions Apricot Customer Support is available during the following business hours:
Portal Response, Email and Chat Support are available Monday – Friday 9:00 am – 5:00 pm (CST)

After Hours

Social Solutions Apricot Customer Support monitors an after-hours phone line for emergency situations from 5:00 pm – 9am (CST) Monday – Thursday, and 5:00 pm (CST) Friday through 9:00 am (CST) the following Monday (including Saturday, Sunday, and holidays). This is only intended to be used for major issues; for example, unscheduled system downtime, or a defect preventing an organization from utilizing

Apricot. If your call is not regarding an outage or major performance problem, it will be addressed the following business day.

Party Responsibilities

Customer/User Responsibilities

Administrators are expected to complete all Apricot basic administrator webinars before they begin contacting Support. Non-administrator users also have a responsibility to obtain an understanding of the features prior to utilizing Support. Customer Support provides free online and recorded trainings through our online Help Manual and Knowledge Base. The user also has a responsibility to know what it is they need when contacting Support; the customer/user should contact their system administrator/site manager if they are uncertain of or unable to clearly describe their needs.

Customer Support Responsibilities

The Customer Support Representative is responsible for gathering the customer/user's information and for determining their needs by listening and asking clarifying questions. When evaluating the needs of the customer/user, it is our responsibility to determine whether the question or issue can be resolved by Tier 1 Ongoing Support. If not, the customer/user may be scheduled for advanced support with a more senior member of the team and/or forwarded on to their Account Manager to discuss paid training/consulting options when appropriate.

Customer Support: Basic Support

When users contact Customer Support, a case will be entered into our tracking system resulting in a unique case number. This case number will be provided to the customer and will be left open until the case is resolved. Each time a user contacts Support with a different question or issue, a new case will be entered into the system.

Response Time for Basic Email/Portal Support

Response times may vary and is highly dependent upon the volume of cases Support is working on with all customers. Our initial target response time ranges depending on the priority of the case submitted. See below for details and definitions of case priorities and target response times:

- **Critical/Business Down –** These cases apply to a service being stopped or so severely impacting you with no acceptable workaround that you cannot reasonably continue business operations, reports due within a limited time frame, removal of users for security purposes from the software, features or reports not functioning causing possible data loss, data corruption, or significant financial impact. Customers reporting these cases should be readily available for additional follow up questions or troubleshooting. Target response time is two business hours.

- **High -** Your use of the software is continuing but there is a serious impact on business operations. You are reporting that the software is operational with one or more important features unavailable with no acceptable workaround. High priority requests can apply to time sensitive cases or cases that require significant investigation and need to be addressed quickly. Target response time is four business hours.

- **Medium -** Your use of the software is continuing but there is a moderate impact on business operations. User is reporting that the software is operational with one or more important features unavailable but there is an acceptable workaround. Medium priority requests can apply to time sensitive cases or cases that require significant investigation and need to be addressed quickly. Target response time is one business day.

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- **Low -** Software is operational with problems or errors which have little impact on system operations. There is no time limitation involved and the response will not impact immediate business operations. Low priorities can apply to enhancement requests, questions on best practice, request for more information on a specific feature, spelling or grammar errors, or comments on the software. Target response is one business day.

In order to provide the highest level of service to all our customers, Critical/Business Down cases will be reviewed first; if the case does not meet the definition of a Critical/Business Down case, then the response will be based on the actual priority of the question, request, or concern. If a case is not submitted through our designated contact us pages or the portal, the priority will default to Medium unless it explicitly states otherwise within the subject of the message. Case priorities can be adjusted after the case has been submitted if additional information is provided/discovered that causes the priority to either increase or decrease. If the case priority is adjusted by a Customer Support Representative, the representative will notify you of the change and provide an explanation for the change.

When contacting Support via chat (during normal chat business hours):

Chat is answered in real time in the order in which they are received. If no representatives are available, your question will be sent via email and it will be answered in the order in which it is received – see email response times for more information. For all chat interactions, our goal is to answer the user's question(s) while on chat. If for some reason this is not possible, the targeted response time for following up on a chat with questions left unanswered ranges from two hours to one business day depending on the level of research needed to investigate and answer the user's question. The response time may be longer if the case is escalated to a higher level Support Team member, but the customer will receive updates while the representative continues to work on the case. We strongly recommend that users do not use chat support for more complex questions or issues, such as advanced reporting related questions or troubleshooting technical issues on your computer, such as the inability to open a report. These types of questions are handled much more easily via a Case or email.

Resolution Time for Basic Support

Our targeted support (non-development related issue) resolution time is eight business hours from initial response (this does not include time when the support representative is waiting for a response from the customer). Please note our resolution time is highly dependent on the detailed information provided by the user/customer.

Customer Support: Tiered Support Packages

Social Solutions offers *three* levels of advanced Apricot support to respond to unique client needs. These tiered support packages provide customers with 1:1 assistance for *fully trained* Apricot Administrators (see Customer/User Responsibilities above). This type of support typically lasts 30-60 minutes and is scheduled once a Customer Support Representative assesses that the particular case may be too complex to be resolved in a normal tier 1 support interaction. Customers with a premium Support Package receive between one and three hours per month of advanced support sessions related to general Apricot questions related inquiries depending on the level of support selected. In addition to the advanced support sessions, the packages may include additional email and chat support, ad hoc phone calls, and access to a Dedicated Support Specialist, which vary depending on the level of support selected. Additional needs may be discussed with the Account Management team. The limit for advanced support is per organization/customer and not per administrator. ***For specific details on each level of Tiered Support, refer to the table on page 2 of this document.***

Availability of Advanced Support

Targeted response times are enhanced although they still vary depending on the availability of the customer and the Advanced Support Representative.

Response and Resolution Time for Advanced Support

Response and resolution times may vary and is highly dependent upon the volume of cases Support is working on with all customers. Our target response time ranges from one hour to one business day depending on the severity of the issue and the level of advanced support selected. Our targeted support (non-development related issue) resolution time is eight business hours (this does not include time when the support representative is waiting for a response from the customer). Please note our resolution time is highly dependent on the detailed information provided by the user/customer.

Customer Support: Issues/Defects

An issue or defect is an error, flaw, mistake, or failure in the software. If the user is experiencing something that they believe to be an issue in the software, the user should contact Customer Support and provide detailed instructions on how to reproduce the problem. A representative will log in as/with the user to diagnose the issue and determine if it is a defect.

When users contact Customer Support with a potential issue, a case will be entered into the tracking system and the customer will be given a case number. If it is determined that the reported problem is a defect, the customer will also be given a defect number which should be used in preceding contacts with Customer Support. The representative will assign a severity to the issue based on the criteria described below; the resolution time is highly dependent on the severity. (Specific definitions can be found on page 6 of this document). A customer has the right to provide feedback regarding the severity of the issue based on the priority for their organization. Each time a user contacts support with a different issue, a new case number and an issue number will be provided to the customer. The customer will receive communication from Customer Support on the status of the issue based on the criteria set below.

The Social Solutions Development Team typically deploys three to four major updates/releases to the software per year. Customers are given advanced notification of maintenance periods and upcoming updates on the login page and via an e-newsletter.

Issue/Defect Priorities

Severity There are four levels of severity for issues. Each issue is prioritized based on its severity level.	Issue Criteria	Target Resolution Time	Communication and Escalation
Severity 1 "SHOW- STOPPER"	Major functionality issue that prevents customer from being able to use software.	The Development Team works to resolve these issues immediately with a target resolution of two business days or less.	Customer Support will provide daily updates of the status of the issue until such time as the issue is resolved. Escalation of the issue to the COO will occur if issue is not resolved within the target resolution time.
Severity 1 "NON SHOW- STOPPER"	Major functionality issue which does not have a workaround that is key to Apricot's performance and causes major impact to customer's ability to operate their organization.	The Development Team works to resolve these issues immediately with a target resolution of 10 business days.	Customer may elect to have Customer Support provide updates on a daily basis, every other day, or whenever there is an update in the defect's remediation. Escalation of the issue to the COO will occur if issue is not resolved within the "target." resolution time.
Severity 2	A major function does not work in a core area of Apricot, but there is a workaround. However, the workaround is time consuming.	The Development Team will fix within its normal release cycle. The target is to fix these issues within 30-120 days.	Customers will receive an automated update when the issue resolution is scheduled to be deployed.
Severity 3	Minor functionality less key to Apricot is not working or there is functionality that is not working but there is an easy workaround.	These issues will be targeted to be addressed when there is work being done in the functional area that contains the defect. Issue can be categorized as a higher priority if it is affecting a large number of customers.	Status will be provided via customer portal and customers will receive an automated update when the resolution is scheduled to be deployed.
Severity 4	Cosmetic or inconsistency issues that do not affect functionality in any significant way.	These issues will be targeted to be addressed when there is work being done in the functional area that contains the defect.	Status will be provided via customer portal and customers will receive an automated update when the resolution is scheduled to be deployed.

Resolution Time for Issues/Defects

These targeted resolution times only apply to core functionality, except if the functionality affected is completely hindering a user's ability to work and use the software.