

Support Overview

Scope

Support is provided for the following Managed Commerce Services:

- **Managed Commerce Services Platform** – the software and operating infrastructure that provides transaction processing services.
- **Commerce Direct XML Specification (CDX)** – the message format and details between your software and our platform.
- **Commerce Toolkit for Applications (CTA)** – the toolkits utilized to connect to the Commerce Platform.
- **Commerce Web Services (CWS)** – web services utilized to connect to the Commerce Platform.

The following issues are not supported:

- Issues specific to your accounts with your service providers*. We enable your connectivity while allowing you to establish and maintain your business relationships.
- Issues related to specific merchants, such as problems with their merchant account*, or technical issues specific to their local environment.

*please contact your service provider directly

Severity Definitions and Treatment

The following severities describe our categorization and prioritization of incidents.

Severity Number	Severity	Production Severity Description
1	Critical	Functional operation down or severely impaired with no known workaround, or PCI-related security incident reported.
2	High	Functional operation degraded and/or specific functional issue exists with significant negative business impact.
3	Medium	Functional operation does not work as designed; however, workaround exists to prevent material business impact.
4	Low	Functional operation does not work as designed, however, business impact negligible.
5	Enhancement	Feedback from Participant around functional changes perceived as beneficial.

Contact Methods

Platform participants can access support by phone or email. The following contains detail, status, and policies of such contact methods.

Contact Method	Policies
Telephone - (866) 206-7017 / 902-620-7445	Toll free and local number for all support related issues defined above.
Email (help@managedcommerceservices.com)	Method for email submission of support ticket.

- ✓ **NOTE** The support telephone number should not be distributed outside of your organization. The team is not staffed to provide non-Licensee support via non-electronic channels.