

ARIA SYSTEMS

Customer Support Levels

At Aria Systems, we understand how much excellent Customer Support can have a positive impact on our clients, their business, and their profitability. To that end, we have four different levels of support to best meet our clients' needs.

All Support tiers listed come with 24 x 7 email/web access for the reporting and tracking of all issues. Silver and Gold Support come with a Standard Response Time SLA, while Platinum Support features the Platinum Response Time SLA. (Please see the Response Time Table on the reverse side of this document for more details.)

SERVICE	DEFINITION	SILVER	GOLD	PLATINUM
Support Tier Hours	Support Tier's standard hours of operation. All times are US Eastern time.	M - F 9AM – 5PM 24 x 7 for P0 in Production	M - F 9AM – 5PM 24 x 7 for P0 and P1 in Production	24 x 7
Response Time SLA	Defined period for acknowledgement and assignment of tickets based on priority and environment.	✓	✓	✓
Issue Routing Model	Ticket assignment protocol.	QUEUED	PRIORITY	DEDICATED
Annual Consulting Hours (Additional hours at standard Support rate)	For a customer's special projects: New programs, product catalog, configuration, custom reports, data correction, etc.	✗	10 HOURS	25 HOURS
Complimentary Seats for Aria Systems Online Learning Portal	Number of registered seats for Aria Systems Online Learning Portal (Additional seats available at \$500 per seat, or five seats for \$2000.)	5	10	25
Customer Success Manager	Day-to-day contact managing regular business needs for customer. A CSM will conduct a periodic business review.	✗	DEDICATED	DEDICATED
Periodic Business Review	A CSM will conduct a periodic business review.	✗	✓	✓
Pre Go-Live Support Liaison	Support resource begins work with customer 30 days pre Go-Live.	✗	✓	✓
Support Liaison for Three Months Post Go-Live	Support resource attends weekly team meetings with CSM to streamline issues for 90 days post Go-Live.	✗	✗	✓
Critical Issue tracking	P0 issues reported by the client will be tracked daily by their CSM until engineering is engaged. Once they are engaged updates will be shared weekly.	✗	✗	✓
Stage / Production Environment Equality	No priority difference between Stage and Production for P0 and P1 issues.	✗	✗	✓

RESPONSE TIME SLA

Response time refers to how quickly Aria Customer Support will respond to a technical issue. Response time is based on the support hours defined in the selected support level and by environment. Please see the tables below for more details.

PRIORITY LEVEL	PRIORITY DEFINITION	DESCRIPTION	SILVER & GOLD		PLATINUM	
			PRODUCTION	STAGING	PRODUCTION	STAGING
P0	Outage / Severe Business Impact	<ul style="list-style-type: none"> Production system down or inaccessible Data loss or corruption Repeated service interruptions Sever performance degradation impacting business 	15 MINUTES	8 HOURS	15 MINUTES	15 MINUTES
P1	High / Significant Loss of Functionality	<ul style="list-style-type: none"> Critical, previously available functionality missing without workarounds, but system is up Intermittent service interruptions Noticeable but tolerable performance degradation 	8 HOURS	1 BUSINESS DAY	4 HOURS	4 HOURS
P2	Medium / Minor Impact	<ul style="list-style-type: none"> Some functionality not working as expected, but workarounds are available. How-to or usage questions 	2 BUSINESS DAYS	3 BUSINESS DAYS	24 HOURS	48 HOURS
P3	Low / No Operational Impact	<ul style="list-style-type: none"> Enhancement requests General questions 	3 BUSINESS DAYS	4 BUSINESS DAYS	48 HOURS	72 HOURS

Aria's existing clients will maintain their current level of Support until contract renewal, then they will have the option to select a new plan. For more information, please contact Aria Customer Support (support@ariasystems.com) or your Customer Success Manager.

ABOUT ARIA SYSTEMS

Aria Systems' cloud-based monetization platform is the analysts' choice, top ranked by leading research firms. Innovative enterprises like Adobe, Allstate, Comcast, Philips and Subaru depend on Aria to accelerate time to market and increase flexibility, enabling them to maximize customer value and grow recurring revenue through subscription and usage-based offerings. For more information, visit www.ariasystems.com.