



## ARIA SYSTEMS

# Customer Support Levels

At Aria Systems, we understand excellent Customer Support can have a positive impact on our clients, their business, and their profitability. To that end, we offer 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. All Support levels include a Response Time SLA for production issues. Gold and Silver also include a Response Time SLA for non-production issues. (Please see the Response Time Table below for more details.)

SERVICE	DEFINITION	BRONZE	SILVER	GOLD
<b>Response Time SLA</b>	Defined period for acknowledgement and assignment of tickets based on priority and environment.	<b>PROD ONLY</b>	✓	✓
<b>Issue Routing Model</b>	Ticket assignment protocol.	✗	<b>QUEUED</b>	<b>PRIORITY</b>
<b>Aria API Support</b>	Support for Aria's comprehensive suite of Core, Admintools and Object Query APIs.	✓	✓	✓
<b>Workflow Support</b>	Support for Aria Workflow which enables the creation of custom business rules and logic to augment the configurable rules and processes within Aria.	✗	✓	✓
<b>Third-Party Support</b>	Support to help resolve multi-vendor issues such as organization setup, configuration, and troubleshooting.	✗	✓	✓
<b>TAM Service Subscription</b>	Access to on-demand, hands-on support from company experts to solve customers' business needs.	✗	✓	✓
<b>Customer Success Manager</b>	Day-to-day contact managing regular business needs for customer. A CSM will conduct a periodic business review.	✗	✓	<b>DEDICATED</b>
<b>Annual Consulting Hours</b>	New programs, product catalog, configuration, custom reports, data correction, etc. (Additional hours at standard support rate)	✗	✗	<b>10 HOURS</b>
<b>Learning Portal Seats</b>	Number of registered seats for Aria Systems Online Learning Portal.	<b>1</b>	<b>5</b>	<b>10</b>
<b>Pre Go-live Support Liaison</b>	Support resource begins work with customer 30 days pre go-live.	✗	✗	✓
<b>Critical Issue Tracking</b>	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.	✗	✗	✓



## 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 DESCRIPTION	DEFINITION	BRONZE		SILVER		GOLD	
			PROD.	STAGE	PROD.	STAGE	PROD.	STAGE
<b>P0</b>	Outage: Severe Business Impact	<ul style="list-style-type: none"> <li>Production system down or inaccessible</li> <li>Data loss or corruption</li> <li>Repeated service interruptions</li> <li>Severe performance degradation impacting business</li> </ul>	<b>8 HOURS</b>	<b>N/A</b>	<b>15 MINUTES</b>	<b>8 HOURS</b>	<b>15 MINUTES</b>	<b>5 HOURS</b>
<b>P1</b>	High: Significant Loss of Functionality	<ul style="list-style-type: none"> <li>Critical, previously available functionality missing without workarounds, but system is up</li> <li>Intermittent service interruptions</li> <li>Noticeable but tolerable performance degradation</li> </ul>	<b>2 BUSINESS DAYS</b>	<b>N/A</b>	<b>8 HOURS</b>	<b>1 BUSINESS DAY</b>	<b>6 HOURS</b>	<b>1 BUSINESS DAY</b>
<b>P2</b>	Medium: Minor Impact	<ul style="list-style-type: none"> <li>Some functionality not working as expected, but workarounds are available.</li> <li>How-to or usage questions</li> </ul>	<b>3 BUSINESS DAYS</b>	<b>N/A</b>	<b>2 BUSINESS DAYS</b>	<b>3 BUSINESS DAYS</b>	<b>1 BUSINESS DAY</b>	<b>3 BUSINESS DAYS</b>
<b>P3</b>	Low: No Operational Impact	<ul style="list-style-type: none"> <li>Enhancement requests</li> <li>General questions</li> </ul>	<b>5 BUSINESS DAYS</b>	<b>N/A</b>	<b>3 BUSINESS DAYS</b>	<b>4 BUSINESS DAYS</b>	<b>2 BUSINESS DAYS</b>	<b>4 BUSINESS DAYS</b>

*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 enables enterprises to automate complex usage and subscription billing in an agile market environment. Aria Billing Cloud is top rated by leading research firms, and innovative enterprises, including Adobe, Comcast, Experian, Subaru, and Telstra, depend on Aria to accelerate ideation, become customer centric and grow recurring revenues. For more information, visit [www.ariasystems.com](http://www.ariasystems.com).