# Customer Support Levels

At Aria Systems, we understand that excellent customer support can have a direct positive impact on our clients, their business, and their profitability. To ensure we meet the diverse needs of our clients, we offer multiple support tiers.

All support tiers include 24×7 email and web access for reporting and tracking issues. Each tier comes with a Response Time SLA for production issues, while Gold and Silver tiers also include a Response Time SLA for non-production issues. *(Please see the Response Time SLA table for further details.)*

| SERVICE | DEFINITION | BRONZE | SILVER | GOLD |
|---|---|---|---|---|
| **Response Time SLA** | Defined period for acknowledgement and assignment of tickets based on priority and environment. | **Production Only** | ✅ | ✅ |
| **24×7 Email / Web Ticket Access** | Round-the-clock access to submit and track support requests via email or the web-based support portal. | ✅ | ✅ | ✅ |
| **Aria API Support** | Support for Aria's full suite of APIs covering assistance with integration, troubleshooting, and proper usage to ensure smooth operation within your environment. | ✅ | ✅ | ✅ |
| **Tools & Access** | • Knowledge base access<br>• Status page access<br>• Incident notifications | ✅ | ✅ | ✅ |
| **Proactive Support** | • Health checks<br>• Performance monitoring<br>• Best-practice recommendations | ❌ | ✅ | ✅ |
| **Workflow Support** | Support for Aria Workflow, which enables the creation and management of custom business rules and logic to extend the configurable rules and processes within Aria. | ❌ | ✅ | ✅ |
| **Third-Party Support** | Support to assist with resolving issues involving external vendors to ensure smooth integration and coordinated resolution across all involved systems. | ❌ | ✅ | ✅ |
| **Issue Routing Model** | How incoming support requests are prioritized and assigned to the appropriate resource for resolution. | **Best Effort** | **Standard** | **Priority** |
| **Learning Portal Seats** | The number of registered seats allocated for the Online Learning Portal, allowing users to access training courses and other educational resources provided by Aria. | **1** | **5** | **10** |
| **Monthly Case Limits*** | Covers requests submitted via the ticketing system and ensures timely and effective handling of all issues. | **4** | **15** | **40** |
| **Monthly Support Hours*** | Covers assistance outside of standard defect or bug resolution: guidance on platform usage, configuration, operational processes, etc. | **5** | **20** | **50** |

**\*** Monthly case limits and support hours are monitored on an annual basis. Cases determined by Aria to be product bugs are excluded from case limit and support hour calculations. Aria retains the right to take the following actions in the event of an overage:

1. Charge for overage hours at the standard hourly rate.
2. Require a support tier upgrade to accommodate higher usage.
3. Recommend engagement of Professional Services for activities outside the normal support scope.
4. Throttle support requests until the next billing period.

## 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.

| Level | Description | Definition | BRONZE | | SILVER | | GOLD | |
|---|---|---|---|---|---|---|---|---|
| | | | Production | Stage | Production | Stage | Production | Stage |
| P0 | Outage: Severe Business Impact | • Production system down or inaccessible <br>• Data loss or corruption <br>• Repeated service interruptions <br>• Severe performance degradation impacting business | 4 Hours | N/A | 30 Minutes | 4 Hours | 15 Minutes | 2 Hours |
| P1 | High: Significant Loss of Functionality | • Critical, previously available functionality missing without workarounds, but system is up <br>• Intermittent service interruptions <br>• Noticeable but tolerable performance degradation | 1 Business Day | N/A | 4 Hours | 1 Business Day | 2 Hours | 4 Hours |
| P2 | Medium: Minor Impact | • Some functionality not working as expected, but workarounds are available. <br>• How-to or usage questions | 2 Business Days | N/A | 1 Business Day | 2 Business Days | 4 Hours | 1 Business Day |
| P3 | Low: No Operational Impact | • Enhancement requests <br>• General questions | 3 Business Days | N/A | 2 Business Days | 3 Business Days | 1 Business Day | 2 Business Days |

*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 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.