Support Priority Levels
& Definitions

SMA Technologies Technical Support team is here when you need us. Our normal business hours are Monday – Friday, 8AM–5PM Central Time.

As an OpCon customer, you have complete access to a reliable team of technology professionals who have the knowledge and experience you require, supported by a commitment to reliable service and customer care. We understand the urgency that drives your need for support. Below are our Support Priority Levels and Definitions:

Priority 1 – 24 hours a day/seven days a week

- ☐ Production OpCon environment <u>down</u> and <u>unable to process any jobs</u>
- ☐ Response Time: 1 Hour

Priority 2 – 24 hours a day/seven days a week

- ☐ <u>Production jobs are failing</u>, with <u>no workaround</u> for the failed jobs
- ☐ Response Time: 2 Hours

Priority 3 – Available during normal business hours only

- ☐ <u>Production jobs failing,</u> and customer has a <u>viable workaround</u> in place
- ☐ Response Time: 3 Hours

Priority 4 – Available during normal business hours only

- ☐ Routine support for all customer environments
- ☐ Response Time: 1 Business Day

Support Escalation Policy

Customer

Create Case

CASE SMA-XXXXXXX
Name
Priority
Subject

Description

Case Triaged

SMA Customer Support

High Priority P1 / P2

Support Management Notified

Normal Priority

Analyze

Identified Resolution? — YES → **Resolution**

NO

Escalate

Need Update

Need Higher Urgency

Escalate to Support Management

1 Hour

1 Business Day

Bring in More Technical Resources

Analyze

Identified Resolution? — YES → **Resolution**

NO

Escalate

1 Hour

4 Business Days

Notify Account Executive & Executive Leadership

Support & Development

Resolution