

- We recognize that our software and services play a critical role in the success of your business.
- We understand your need for on-going support.
- Our offerings ensure that your requests for help, problem resolution, product enhancement, training or other concerns are promptly addressed.

Park City Group

Advanced Commerce

Customer Support Policy

Park City Group (PCG) is committed to providing support and service in a timely and efficient manner. Support Analysts are available Monday through Friday, except certain holidays, 7:30 am – 5:30 pm Central Time.

After-hours support is available for clients with extended support contracts.

CONTACTING SUPPORT

Email: support@parkcitygroup.com

Telephone: 1.888.842.5465 option 1

Online Support options

For clients whose services include online access, our applications provide two additional methods for getting support.

Feedback/Support: Log on and click this link to complete a short form and send your question directly to AC Support.

Help: Log on and click this link for step-by-step help and overviews to guide you through many tasks and processes.

HOW SUPPORT HANDLES CUSTOMER CASES

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Your Support Analyst will normally follow the procedure outlined on the following pages.

1. Understand and help identify the problem – When the customer initiates a support call, the representative will assign an incident number and make every effort to resolve the situation during the initial conversation.

Incidents may require additional research or testing to ensure that any question or problem is accurately identified.

2. Prioritize the Incident – PCG support will prioritize the incident based upon the following criteria:

SUPPORT PRIORITIZATION TABLE

Severity	Description	Targeted First Response	Targeted Resolution Time	Targeted Status Report	Mgmt Notification	Mgmt Contacts
Level 1	<i>(Critical)</i> The software is not operational and no workaround is possible, or a workaround exists but is unacceptable because of its impact on your business.	Within 1 business hour	Continuous effort until resolved	By Client Agreement	Within 1 business day	Support Manager or equivalent
Level 2	<i>(Major)</i> The software is operational but its functionality is seriously affected. If a workaround has been provided, the loss of functionality can only be sustained for a few days.	4 business hours	Workaround and include fix in next Maintenance Release	Every other working day	Within 2 business days	Support Manager or equivalent
Level 3	<i>(Minor)</i> The software is usable but a problem has been identified and a specific portion of the system either provides incorrect results or is not operating as documented. A workaround is available and acceptable.	8 business hours	Update may be included in next Major Release and/or Maintenance Release. Clarification is given.	N/A	N/A	Support Manager or equivalent
Level 4	<i>(Question or Enhancement)</i> Issue being reported does not disrupt the client's business process and represents an enhancement or non-functional type of request.	12 business hours	Question to be addressed as received. Enhancements will be queued in the Change Control Board review.	N/A	N/A	N/A

3. **Resolve the Incident** – If you have logged your incident via email or voicemail, PCG Support personnel will review incident notes and perform a preliminary investigation before returning your call for resolution.

Sometimes it is not possible to resolve an incident during the initial callback. This happens because additional information is needed, or further investigation determines that different expertise is required to resolve your case. If it is determined that your incident might reflect a product defect, the issue will take time to verify and correct. In all cases, you will be informed of the status of our efforts.

If you have additional information about your incident, you can update your case by emailing or calling Support. To expedite your call or email, please ensure the additional information is recorded accurately and that your incident number is provided (if available). All information received is immediately transferred to the Product Support Analyst handling your incident.

If different expertise is required at any time, the original Support Analyst may transfer the incident to another person within PCG and inform you of the change. We will also review the incident tracking system to see if another customer has reported a similar problem. The Support Analyst will notify you when the issue has been resolved.

Once a problem is duplicated, Product Support transfers the incident along with all supporting information to the Product Development team for final verification and resolution. After quality assurance is complete, we will provide you with a software service pack to correct the problem.

4. **Close the Incident** -- An incident is closed when you and the Support Analyst agree that a resolution has been reached. Your incident may be closed because:
 - The information provided by the Support Analyst has answered your question and resolved the problem.
 - You tell the Support Analyst that your incident is no longer an issue.
 - Your enhancement has been addressed in an upcoming release or has been declined.

BILLING POLICIES

Assistance from Support may be billable to the client under certain circumstances. This section provides general guidelines. You should review your PCG contract for specific policies.

Support included in basic Subscription / Licensing Packages

The following are considered basic support, and are generally non-billable.

- First-time calls.
- Inquiries about upgrades, patches, or general capabilities of the software.
- Calls about problems that, upon investigation, turn out to be software bugs.
- Discussion (initiated either by clients or by Support) about a bug that was discovered in the software and the correction or work-around.

Billable Support Items

The following situations are generally considered billable to the client. Time is charged in 15-minute increments, with a 15-minute minimum.

- Any call from a client who has a past due balance for maintenance or subscription.
- Problems caused by client hardware.
- Problems caused by third party applications.
- Repeated questions that have been addressed with any personnel at this client site before.
- Problems that the client has known of for a period of time, but has not notified PCG in a timely manner.
- After hours support, where the problem is not the result of a software bug.
- Problems reported in any situation where the client has modified the implementation structure that was established and approved by PCG, or has created a routine (outside of PCG consultation) which impacts the integrity of the client's PCG application or database.
- Problems caused in situations controlled by the client, for example:
 - Failure to send data in a timely manner
 - Sending duplicate data

With regard to product defects, we do not bill for research, problem solving, or resolution. Also, we do not bill for basic functional questions unless your company asks them repeatedly. Implementation assistance is billable including software questions that are being directed through Support before the client has completed their software training. We reserve the right to direct you to available documentation for further information if your question can be answered there.

On occasion a client may request that specific tasks be performed on their behalf, such as data manipulation or special research that is beyond the scope of normal support. Work performed on these requests is charged at an hourly rate. *Clients will receive a billable quote and must submit approval before work can begin.*

Invoicing

Once a billable Support incident is identified, all time spent will be tracked and billed at the end of each month. The monthly bill will provide summary information. Supporting documentation is available upon request.

PCG strives to maintain the highest level of support services by providing accurate, responsive, and courteous resolution to client requests. This level of commitment coupled with your dedication to work with us throughout your project will ensure a successful partnership.

If you have further questions about our services or support, please contact your PCG Account Manager. Support can provide your Account Manager's contact information.

FOR FURTHER INFORMATION

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