





## Maintenance and Support Services

Provides major and minor point releases for the software products at no charge\*. Dependency upon any SharePoint releases will be released as a new version and will be available 30 days from general availability. For example, customers on maintenance will be provided with a new version of our software that will support SharePoint 2010 within 30 days of general release of SharePoint 2010.

## Support Tickets

When contacting Synergy to report an issue, a support ticket will be created to track the resolution. Tickets are created by sending email to support@synergy.com, via phone, or on your dedicated customer support site. Tickets are created with a tracking number and the following information is required to be provided:

1. Contact Name:
2. Company Name:
3. License Product and Version:
4. Phone number:
5. Email:
6. Severity #:
  - (1) Critical – The problem is totally preventing a significant group of users from performing a critical business function and no workaround is immediately available.
  - (2) Serious – Problem is preventing a user from performing a critical business function, or severely restricting the effectiveness of a significant group of users, system is working but issue is important
  - (3) Moderate – The problem is causing a minor business impact or local operational difficulties for a group of users or prevents individuals undertaking normal work.
  - (4) Minimal – The problem is causing low impact on system performance or is outside the documented functionality of the software.
  - (5) Question/Request - A request is defined that would improve software functionality.

\* Customers are required to be on continuous maintenance or a re-instatement fee applies.

Support requests will be made from the Client’s help desk service by designated users identified in Synergy’s CRM system. All authorized customers need to ensure contact information is provided and is up to date.

## Standard/International Support Response

Includes hotfixes as needed within 5 business days of resolution.

| Severity | Priority | Response Target          |
|----------|----------|--------------------------|
| 1        | Critical | Within 48 business hours |
| 2        | Serious  | Within 48 business hours |
| 3        | Moderate | Within 5 business days   |
| 4        | Minimal  | Within 15 business days  |

## Premium

Includes hotfixes as needed within 48 hours of resolution.

| Severity | Priority | Response Target          |
|----------|----------|--------------------------|
| 1        | Critical | Within 12 business hours |
| 2        | Serious  | Within 12 business hours |
| 3        | Moderate | Within 5 business days   |
| 4        | Minimal  | Within 15 business days  |

## Premium 7 x 24

Includes hotfixes as needed within 48 hours of resolution.

| Severity | Priority | Response Target         |
|----------|----------|-------------------------|
| 1        | Critical | Within 4 business hours |
| 2        | Serious  | Within 8 business hours |
| 3        | Moderate | Within 5 business days  |
| 4        | Minimal  | Within 15 business days |