

CUSTOMER SUCCESS DATA SHEET

BillingPlatform Support Offerings

All support levels include robust case management, web-based ticketing, resolutions updates and proactive communications regarding product releases, service updates, maintenance and outages.

Severity Definitions

Urgent

- Complete loss of service
- Issue affecting data integrity
- Critical issue affecting all users
- No workaround available

High

- Major functions not available or rendered inoperable
- Issue affecting data integrity
- Critical issue affecting all users
- No workaround available

Normal

- Non-critical loss of service
- Low to medium impact of operations
- Usable workaround available

Low

- Application inquiries
- Issue does not impact regular business operations
- Scalable workaround available
- Application enhancement requests

	★ STANDARD	★★ ENHANCED*	★★★ PREMIER*
Features	<ul style="list-style-type: none"> • Quarterly Sandbox Application Refreshes (on request) • Up to 2 designated contacts • Unlimited incident requests • Vendor application monitoring 	ALL OF STANDARD, PLUS <ul style="list-style-type: none"> • Up to 4 designated contacts • 12 yearly customer contact training hours • Semi-annual Customer Success Reviews 	ALL OF STANDARD & ENHANCED FEATURES, PLUS: <ul style="list-style-type: none"> • Sandbox Application Refreshes on demand (Low Severity) • Up to 8 designated customer contacts • Quarterly Customer Success Reviews. • 15 monthly hours of Development Assistance/Training Assistance <ul style="list-style-type: none"> • Workflow • Widget • Payment Gateway • API • Salesforce Sync
INITIAL RESPONSE TIMES			
Urgent	2 hours (24x7)	1 hour (24x7)	1 hour (24x7)
High	4 business hours (24x5)	4 business hours (24x5)	2 hours (24x7)
Normal	12 business hours (24x5)	8 business hours (24x5)	4 business hours (24x5)
Low	2 business days (24x5)	2 business days (24x5)	8 business hours (24x5)
CHANNELS			
Ticketing	Available 24x7	Available 24x7	Available 24x7
Phone	N/A	Phone callback available for Urgent requests	Phone callback available for Urgent and High requests

* minimum costs may apply