

Kavi Support Policy: Premium Support

Each time you contact Kavi, you reach an expert deeply committed to helping you succeed. We pride ourselves on excellent, prompt service.

This document outlines specific services, priorities, and responsibilities aimed at better defining our working relationship, and is subject to modification at any time in response to changes in Kavi services and support needs. We cover the following topics:

1. How to Contact Us
2. Normal Business Hours
3. Kavi Support Responsibilities
4. Customer Responsibilities
5. Priority Levels for Customer Requests
 - Timeframe Definitions
 - Escalation Path
 - Priority Management
6. After-hours Support
7. Quality of Service Measures

The most current revision of this document is available on the Kavi Support Help Desk - <http://helpdesk.kavi.com> - or from your Account Manager.

1. How to Contact Us

Kavi Support is the primary point of contact for all technical support and troubleshooting requests. You can contact us in these ways:

- **Email (preferred):** Send a message with contact information and a detailed description of the request for service to our **support email address: helpdesk@kavi.com**. The email request automatically creates a new ticket in our Help Desk; our entire support staff will see your request.
- **Web:** Log into our **Help Desk** at <http://helpdesk.kavi.com> and submit a support ticket (contact us to set up an account first, please).
- **Phone:** Contact Kavi Technical Services & Support at 503.234.4220. We do prefer email or web submissions where possible in order to accurately capture relevant details.

2. Normal Business Hours

Application Support is available Monday – Friday, 8:30 am to 5:00 pm Pacific Time, except when the office is closed due to holidays or administrative closings. Phone coverage may not be available at all times due to staffing limitations. Requests can be submitted online or by email 24 hours a day.

3. Kavi Support Responsibilities

To help ensure a positive support experience, Application Support Analysts will:

- let you know which Kavi employee now owns your issue by acknowledging your ticket via email or phone.
- make every reasonable effort to provide a solution to the issue or to provide the requested information during the first contact.
- ask for supporting or clarifying information to help us further investigate the issue if needed.
- keep you updated on a regular basis if the issue requires extended time to resolve.

If we cannot resolve your request, we will escalate the issue and inform both you and your Account Manager. *It is important to note that our Support Policy applies only to Application Support for our own suite of applications, and does not apply to other Technical Services offerings.* If the problem or request concerns third-party software or services, we will suggest other avenues of support.

4. Customer Responsibilities

In order to facilitate the support process, you should:

- provide detailed information about the issue. Examples include:
 - URL where the problem occurred
 - expected versus observed behavior
 - exact time/date
 - account information for affected users (username)
- send an email to the provided support email address (helpdesk@kavi.com) rather than sending it directly to an individual Kavi employee. Multiple people are monitoring the main support email address and will be available to help if a specific Kavi employee is unavailable to assist you.
- make every reasonable effort to be available to communicate with an Application Support Analyst if needed. (Please provide us with a phone number where we can reach you when you file your request if you'd like us to follow up by phone.)

All administrators are subscribed to the Kavi Support email list as well - we use this low-traffic list to provide announcements about upcoming software releases, updates about Kavi technical issues, and other significant events of note. The Kavi Support Help Desk also contains news and updates as well.

5. Priority Levels for Customer Requests

Application Support makes every effort to resolve issues promptly and efficiently. As part of our process, we log and assign priorities for unresolved requests based on the following definitions. We assign one of four priority levels to a ticket:

Priority	Acknowledgement *	Next Contact *
Critical	Upon Receipt	< 1 hour
High	< 1 hour	< 4 hours
Normal	< 2 hours	1 day
Low	< 4 hours	Varies

* All commitments based on normal business hours. Procedures for accessing after-hours support detailed at the end of this document.

You can help us meet the response commitments for Critical and High priority requests by indicating the appropriate priority in the subject line of the email when you open your ticket. We will make every reasonable effort to respect your request. We may also modify the priority as work on a ticket progresses.

Timeframe Definitions:

- **Acknowledgement:** A human being at Kavi notifies you via email or phone that we have received your request and are reviewing it.
- **Next Contact:** The next time that we will contact you with an update on status.

Priority = Critical

Definition	Application(s) are inaccessible with no procedural workaround, resulting in critical work stoppage
Examples	Complete crash of the application(s). Email is malfunctioning. Administrators are unable to access the application(s).
Acknowledgement	Kavi will respond upon receipt via email and may follow up with a phone call.
Next Contact	Within 1 hour , or as agreed to with the customer.

Priority = High

Definition	Application(s) are functioning, but in a severely reduced capacity resulting in significant loss of productivity.
Examples	Applications are prohibitively slow. Application processing may still continue by implementing a temporary workaround. Administrators encounter error(s), but do not lose critical functionality. Users are unable to log into key areas of the site
Acknowledgement	Kavi will respond within 1 hour via email and may follow up with a phone call.
Next Contact	Less than 4 hours , or as agreed to with the customer.

Priority = Normal

Definition	Problem impairs but does not prevent use of application(s); acceptable workaround exists.
Examples	Users encounter error(s), but do not lose critical functionality. Page content is displayed, but formatting is inconsistent. Reports are not producing expected results, but no data has been lost.
Acknowledgement	Kavi will respond within 2 hours via email.
Next Contact	Less than 1 day, or as agreed to with the customer.

Priority = Low

Definition	Low impact on the quality, performance or functionality of the application(s).
Examples	How-to questions, feature requests, documentation questions.
Acknowledgement	Kavi will respond within 4 hours via email.
Next Contact	Varies depending on the situation.

On some tickets, Kavi Support will offer suggestions that require input from you to confirm that a problem has been resolved. We will close the ticket if we have not received any response after repeated attempts to reach you. You are always welcome to reopen a closed ticket if you find you need further assistance.

Escalation Path

An issue is automatically escalated when issues are not resolved, following the timeline below (all times will occur within Kavi's normal business hours):

Priority	Level 1 (AM)	Level 2 (VP)	Level 3 (CEO)
Critical	Immediately	Immediately	1 day
High	4 hours	1 day	3 days
Normal	2 days	5 days	7 days
Low	7 days	10 days	14 days

Priority Management

Please let us know *when you open your ticket* if an issue is particularly important to you and needs to be resolved within a certain timeframe.

If you are ever unhappy with the level of service you've received, we invite you to call your Kavi Account Manager or our VP of Technical Services, Betsy Richter at 503.963.3510.

6. After-hours Support

There may be times when you need to contact us on a holiday or outside our normal business hours. If the office is closed and you require immediate assistance, please call us at 503.234.4220. The answering service will then page the on-call Application Support Analyst, who will call you back immediately.

7. Quality of Service Measures

We may seek feedback in a variety of ways after a service request has been completed: phone calls, direct email, online surveys, or through follow-up by a Kavi Account Manager. You are always encouraged to provide feedback at any time by contacting your Account Manager or our VP of Technical Services.