**Service Level**

1. Support questions can be submitted through e-mail, phone or support portal. Support is available:
	* North and South America: Monday-Friday 9:00 AM – 6:00 PM Eastern Time Zone.
	* Other Regions: Monday-Friday 8:00 AM – 6:00 PM Greenwich Mean Time Zone.
2. The processing of questions and problems will be handled according to the following priority:

|  |  |  |
| --- | --- | --- |
| **Category** | **Description of the Problem** | **Est. Response Time** |
| Critical | * Whole system down or not accessible; and/or
* Significant data corruption or loss (all Employees affected).
 | Four (4) Business Hours |
| High | * A critical documented function is not available and there is no acceptable workaround.
 | Eight (8) Business Hours |
| Medium | * A Minor Function is not available or there is a workaround in place;
* Client request for information about mission critical function that blocks Client’s operation.
 | Two (2) Business Days |
| Low | * Client requests information or clarification about non-critical function;
* Client requests an enhancement or change to the Software.
 | Four (4) Business Days |

**Support Process**

For support questions, incidents, potential software errors and change requests, the following process shall apply:

* **Registration:** The Client’s defined contact person can forward a support message by Telephone, e-mail or portal.
* **Confirmation:** Automatic feedback with: our estimated feedback time, e-mail address, and the present condition of the portal.
* **Implementation:** The assigned support engineer will take the message into consideration and will provide a fitting solution. If necessary, the support engineer will contact the Client.
* **Completion:** The message is settled. The feedback, including the description of the solution, will be sent out by e-mail or portal. The time used to provide support will be deducted from the support agreement total. Company will round upwards in quarters of an hour. In case of an application error that occurred due to reasons other than those described in section 2.2.2 (ii) of this Agreement, the time used will not be deducted from the support agreement.

**Support Cases Classification**

**Billable requests or tasks**

All support issues or tasks are considered billable unless the software support representative handling the request, in their reasonable discretion, determines them to be non-billable. See the billable issues or tasks examples below:

* General “how to” questions.

**For example:** “How do I create an employee”, “How do I associate an employee with the account”, “How do I grant proper access to an employee”, “How do I change employee’s position”, “How do absence calculations work”, etc. To avoid spending billable hours on these types of questions please refer to the Company Knowledge Base (http://Support.Lanteria.com)

* Requests to perform additional configurations.

**For example:** requests to import additional data, bulk changes of the existing data, changes in default permissions, adding new absence plans, configuration of new performance review templates/steps, approval workflows, HR processes, vacancy stages, interview forms, creation of custom reports with the Report Generator tool, enabling notifications/reminders, changes in the recipients or other configurations of the notifications/reminders, installation/configuration of Applicant Self Service functionality, changes in design (done using .CSS/JavaScript by Company engineers), etc.

* Errors caused by third-party customizations.

For example: Custom mechanism that modifies salary details in the system provided by a third- party vendor or developed by the Client’s company, third-party SharePoint solution deployed to Lanteria web application, etc.

* Errors in SharePoint, SQL or other software/hardware that affects the system.

**For example:** SQL server is out of memory/free disk space, SharePoint server is out of memory/free disk space, antivirus software installed to the server consumes all available resources, AppFabric cache is not configured properly, administrative permissions are not configured properly (missing permissions for system accounts, expired passwords, etc.), limit of application pools or web applications or thresholds exceeds Microsoft recommendations, other violations of Microsoft recommendations.

* Mistakes or misconfigurations done by Client’s representatives.

**For example:** Employees receive messages that an account is not associated wth an employee record or that account is associated with multiple employee records, default lists/fields/site pages deleted by Client, required data deleted by Client, data loops (Employee A is set as a manager for Employee B while Employee B is set as a manager for Employee A), Organizational Units, Job Positions, Goals in loop, no/multiple LCY currency, no/multiple default absence plans, etc.

* System Upgrades in order to deliver new functionality.

**For example:** Company announces new version release and in order to deliver these new features to the Client a Software Upgrade is required.

**Non-Billable issues**

Non-billable Incidents include those related solely to a software problem within our product. See the non-billable issues categories below:

* Platform-specific Errors.

**For Example:**Fixing errors in the core software code is non-billable for a Client.

* Software Updates intended to fix software errors.

**For Example:**In case a Software Update is required due to a Software error or a need to install a hotfix, this service is non-billable for a Client.

* Mistakes or misconfigurations done by Company support team member.

**For Example:**In case of mistakes or bugs caused by Company team when implementing a billable request, fixing of that will be non-billable for a Client.

**Requests out of SLA scope**

Some requests are not covered by this Agreement and require purchasing additional services, this includes but is not limited to the following:

* Implementation of additionally licensed Software Modules;
* Software migration to another server;
* Software Upgrade to another version of SharePoint;
* Moving Software to a new cloud server; or
* Addition to, or modification of the standard “out-of-the-box” functionality that requires custom development or custom solution.