

# Technical Support Policy

As a customer, you have complete access to a reliable team of professionals who have the technical knowledge and experience you require, supported by a commitment to reliable service and customer care. We understand the urgency that drives your need for support.

SMA Technologies' Technical Support team is here when you need us.  
Our normal business hours are **Monday–Friday, 8AM–5PM CT.**

If your support tier includes 24/7 on-call support for P1 and P2 issues, and you encounter a P1 or P2 issue outside of business hours, please contact us via our **support phone line at 1-877-363-2305**. Urgent matters will only be addressed after hours if a voicemail is left on this line.

## Customer Support: Service Level Agreement

These are our customer support priority levels, definitions, and response times:

### Priority 1

The production system is down or inaccessible, or there is a critical business process failure or critical performance degradation impacting production.

### Priority 2

A non-critical production function is failing with no workaround and requires immediate attention.

### Priority 3

A production function is failing but has a workaround or can be addressed during normal business hours but is prioritized over priority four issues.

### Priority 4

This includes standard software support for all customer environments.

| BENEFITS   | CLASSIC         | SELECT*            | ADVANTAGE                | ELITE*                   |
|--|-----------------|--------------------|--------------------------|--------------------------|
| Priority 1 Support Issue Response Time                                     | 1 Business Day  | 1 Hour             | 1 Hour                   | 1 Hour                   |
| Priority 2 Support Issue Response Time                                     | 2 Business Days | 4 Hours            | 3 Hours                  | 2 Hours                  |
| Priority 3 Support Issue Response Time                                     | 3 Business Days | 1 Business Day     | 6 Business Hours         | 4 Business Hours         |
| Priority 4 Support Issue Response Time                                     | 4 Business Days | 2 Business Days    | 12 Business Hours        | 1 Business Day           |
| On-Call Team Alerted for P1 and P2 Issues                                  |                 | ✓                  | ✓                        | ✓                        |
| Phone Support  |                 | ✓ (P1 and P2 Only) | ✓                        | ✓                        |
| Straight to L2 for Support   |                 |                    |                          | ✓                        |
| Screen Share Session with Support Team (flexible based on business impact) |                 | ✓                  | ✓                        | ✓                        |
| Root Cause Analysis of SaaS (Hosted) System Issues                         |                 | For P1 by Request  | For P1 and P2 by Request | For P1 and P2 by Request |
| Consulting Services Available  |                 | \$                 | \$                       | \$                       |
| Consistent Automation Consultant (based on schedule availability)          |                 |                    |                          | ✓                        |
| On-Prem in Place (upgrades included by request)                            |                 | \$                 | \$                       | ✓                        |
| Automation Assessments (tiered pricing based on support tier)              |                 | \$                 | \$                       | \$                       |

\*You can upgrade to this support tier. Please contact your customer success manager or sales representative to learn more.



Included



Add-on available for purchase