

Every Apttus Customer receives one of three selected levels of technical support: Standard, Premier, or Premier Plus. Descriptions for each are set forth in the table below.

Level 1

(Customer SaaS ACV < \$300k)

	Standard	Premier	Premier Plus*
Support Channel	Online only 1 contact	Shared 24 hours x 7 days Phone/Online 3 contacts	Shared 24 hours x 7 days + Named 8 Hours x 5 days Phone/Online 4 contacts
Target Response Time	P0: 15 minutes P1, P2, P3, P4: 2 business days	P0: 15 minutes P1: 2 Hours P2, P3, P4: 4 Hours	P0: 15 minutes P1: 1 Hour P2, P3, P4: 2 Hours
Functionality Scope	Out-of-the-box	Customization consult	Customization support
Self-Service Access	Customer forums, knowledge base	Customer forums, knowledge base	Customer forums, knowledge base, dashboard
Application Management Support	-	-	0.2 FTE
Education Services	Quick start videos	Premier eLearning content	Premier eLearning content

Level 2

(Customer SaaS ACV ≥ \$300k < \$1m)

	Standard	Premier	Premier Plus
Support Channel	Online only 1 contact	Shared 24 hours x 7 days Phone/Online 5 contacts	Shared 24 hours x 7 days + Named 8 Hours x 5 days Phone/Online 7 contacts

Target Response Time	P0: 15 minutes P1, P2, P3, P4: 2 business days	P0: 15 minutes P1: 2 Hours P2, P3, P4: 4 Hours	P0: 15 minutes P1: 1 Hour P2, P3, P4: 2 Hours
Functionality Scope	Out-of-the-box	Customization consult	Customization support
Self-Service Access	Customer forums, knowledge base	Customer forums, knowledge base	Customer forums, knowledge base, dashboard
Advisory Services	-	Annual Basic Solution Assessment	Semi-annual Advanced Solution Assessment by named resource
Application Management Support	-	0.4 FTE	0.8 FTE
Education Services	Quick start videos	Premier eLearning content	Premier eLearning content

Level 3

(Customer SaaS ACV ≥ \$1m)

	Standard	Premier	Premier Plus
Support Channel	Online only 1 contact	Shared 24 hours x 7 days Phone/Online 9 contacts	Shared 24 hours x 7 days + Named 8 Hours x 5 days Phone/Online 12 contacts
Target Response Time	P0: 15 minutes P1, P2, P3, P4: 2 business days	P0: 15 minutes P1: 2 Hours P2, P3, P4: 4 Hours	P0: 15 minutes P1: 1 Hour P2, P3, P4: 2 Hours
Functionality Scope	Out-of-the-box	Customization consult	Customization support
Self-Service Access	Customer forums, knowledge base	Customer forums, knowledge base	Customer forums, knowledge base, dashboard
Advisory Services	-	Annual Basic Solution Assessment	Semi-annual Advanced Solution Assessment by

			named resource
Application Management Support	-	1 FTE	2 FTE
Education Services	Quick start videos	Premier eLearning content	Premier eLearning content

**Level 1 Premier Plus only available to Customers purchasing a minimum of \$50,000 per year in technical support.*

Definitions:

“Advanced Solution Assessment” includes solution review, upgrade planning, roadmap development, performance benchmarking, custom code review, use case optimization, and adoption planning.

“Application Management Support” or “AMS” means environment & release management product catalog and pricing maintenance, identity & access management, reporting & analytics, configuration, upgrade support, customization maintenance, performance and migrations. AMS is subject to the AMS Terms & Conditions found here: <http://legal.apttus.com/#apttus-application-management-support>.

“Basic Solution Assessment” includes solution review and upgrade planning.

“Hour(s)” means Customer’s primary location business hours.

Version Support:

Apttus will provide break/fix version updates for Apttus software versions released in the twelve (12) months preceding the last version made generally available by Apttus.

Case Severity Definitions:

Every support request is assigned a severity level, with critical issues prioritized to ensure minimal downtime for customers. See the guide below for details.

Severity Level	Definition	Apttus Service Level Targets (SLTs)
Trivial (P4)	No loss of functionality and no need for a workaround.	Apttus will consider enhancement requests for inclusion in a later release.
Minor (P3)	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; or bug affecting a small number of users or insignificant business impact. A reasonable workaround is available.	Apttus will consider enhancement requests for inclusion in a later release.
Major (P2)	Significant loss of functionality. System performance issue or bug affecting some but not all users. A short-term workaround is available, but not scalable.	Apttus and the customer will develop a timeframe for resolving the issue.

Critical (P1)	Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround is available.	Apttus will attempt to provide a solution or acceptable workaround within 48 hours during business days. If this timeframe is not met, the customer will be given an update each business day until a solution or acceptable workaround is found.
Mission Critical (P0)	Critical production issue affecting all users, including system unavailability, data integrity issues, or bugs having a significant impact. No workaround available.	Apttus will attempt to provide a resolution within 24 hours; if this timeframe is not met, the customer will be given an update every 24 hours until a resolution is found.

Escalation Channels:

Available to all customers

1. Escalation button available on community portal

Available only to Premier or Premier Plus customers

2. Escalation Manager
3. Support Director
4. VP Global Support

Contact Apttus Support:

Please refer to the Apttus Community Portal at <http://community.apttus.com>. The authorized support contacts of our customers will be provided with logins and the contact information of Apttus Support.