

# Customer Support Plan

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Silver



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# 1 Introduction to the Silver Support Plan

Colligo is committed to providing the highest level of professional technical support for our products. Recognizing that many enterprises need support beyond the standard level, tailored to their needs, Colligo has created a support plan specifically directed at the business environment. This plan is designed to assist throughout the product lifecycle, starting with the initial deployment, product training and knowledge support for users, through to delivery of upgrades and ongoing enterprise use.

## 1.1 Support Plan Availability

All subscription plans come with the Silver Support Plan. If you require more in-depth support options, and are willing to commit to assisting the support process, you can add a package of options to enhance the overall user experience.

All support plans require acceptance of a Maintenance and Support Agreement.

## 1.2 Support Plan Features

The Support Plan is constructed on a number of features. The availability of a feature depends on which plan you are on. These features include:

### 1.2.1 Access to “Current Product”

To ensure that the maximum functionality and features are delivered to you, you have access to the latest Major, Minor, and Service Pack releases as soon as they are available.

### 1.2.2 Online Documentation and Support Community

A support web site featuring Documentation, Knowledge Base, and Forum topics posted by the Colligo Community, accelerating learning, use case dissemination, and product adoption.

### 1.2.3 Support Request Submission via Support Portal

Access to the Support team at Colligo and online management of your support requests. Requests are tracked and logged against your account to ensure issues are resolved.

### 1.2.4 Issue Management

A senior executive to work with your organization throughout the support lifecycle of your account.

### 1.2.5 Environment Audit and Certification

An audit to qualify and certify your environment to meet the Service Level Agreement.

## 2 Terms and Conditions of Support Services

Colligo will provide reasonable technical Support Services as required to successfully resolve any request for assistance in connection with, but not limited to, the use, operation, or business functionality of the Colligo Product(s) for the period of the Agreement.

Each support request or issue will be assigned a Support Request Reference Number, and Colligo will ensure that it maintains the necessary and adequate processes and resources to properly track and resolve the issue to the point that the customer acknowledges that such support issue has been resolved.

Colligo reserves the right to alter or modify the terms and conditions under which it provides technical Support Services, but such changes will not materially affect support provided to existing customers under current support plans.

### 2.1 Support Service Request Process

Customers will, before contacting Colligo for Support Services, attempt to:

1. Troubleshoot based on Colligo training.
2. Review the Colligo Community and Knowledge Base for possible solutions or known errors: <https://support.colligo.com/support/discussions>.

If the root cause is still not identified and resolvable, then your Colligo Certified Support Contact should proceed with contacting Colligo for Support Services as follows:

1. Report issue via the Support Portal by submitting a support request at: <http://www.colligo.com/support/request>.
2. You will receive a Support Request Reference Number and confirmation by email.
3. The successfully logged support request will be responded to in accordance with the Service Level Agreement for your Support Plan package.
4. If the required information is incomplete, Colligo will ask for the missing information. The support request will not commence its resolution stage until all information has been received and accepted.

## 2.2 Support Service Delivery

Tickets may be logged 24x7 at our Support Community website. However, all support is provided online from our support location in Vancouver, British Columbia, Canada during Pacific Standard Time standard business hours. Additional support outside of standard business hours is not included, unless specifically defined as part of the Support Plan.

### 2.2.1 In-Hours Support

Standard technical support is available Monday–Friday as follows:

- **North America:** 9:00 AM ET – 6:00 PM ET
- **Europe, the Middle East, and Africa:** 8:00 AM GMT – 5:00 PM GMT
- **Asia Pacific:** 9:00 AM AET – 6:00 PM AET

Support is limited on statutory holidays and weekends.

### 2.2.2 Out of Hours Support

Colligo recognizes that there are occasions when support may be required outside of Colligo's normal support business hours. Colligo may be able offer specific services (subject to current case loads). Advanced planning and agreement is required for this support. Please contact your account representative or client services group for an advanced quotation. You may also contact Sales at <https://www.colligo.com/contact-sales>.

### 2.2.3 Support Contacts

You will designate support employees as necessary to be designated "Colligo Support Contacts". All support requests and communication must be via your Colligo Support Contacts.

Colligo will provide Support Services only to your Colligo Support Contacts, who will act as the points of reference for Support Services. Colligo will direct end users to your Colligo Support Contact(s) to obtain first-line support with regards to their issue or question.

Support contacts may be certified by Colligo as a "Colligo Certified Support Contact", provided that those people have undergone training with respect to the Product and support process to the satisfaction of Colligo. Tickets raised by "Colligo Certified Support Contacts" may receive higher prioritization.

## 2.2.4 Customer Commitment to Colligo

For Colligo to adequately support you, you agree to grant specialized access to your environment, or provide named contacts that can access your environment and provide the necessary information as required by Colligo. The time to access your environment will be deducted from the total time to resolve or fix the issues.

You agree to provide the User Acceptance Test (UAT) response for escalated tickets within one day or Colligo will close the support request as resolved. A new support request will be opened for the closed support request if you determine that the UAT for the closed support request is unacceptable.

Commitment times require your timely response and Colligo may, at their option, deduct customers' response time from the total committed response time due to the following:

- Lack of information required to resolve the problem
- Inability to reproduce the problem using a similar hardware configuration or your server cannot be accessed using the authorization information provided in the technical support request
- Improper use of the Colligo Product
- Incorrect, incomplete, or misleading information
- Failure to follow the established support request procedure

## 2.3 Support Request Topics

Colligo provides you with the ability to submit support requests to the Technical Support team via the online Community Support portal.

### 2.3.1 Accepted Support Request Topics

Inquiries, issues, and general questions relating to the following product areas are within the scope of the Support Plan:

- Installation of Colligo products
- Product functionality and use (as defined in product documentation)
- Product compatibility (to the extent identified in the product documentation)
- Product integration with SharePoint-dependent software (to the extent identified in the product documentation)
- Issues with Colligo Products as a result of changes to the customer environment that have been Colligo Audited and Certified

### 2.3.2 Unaccepted Support Request Topics

The following are outside the scope of the Support Plan and will only be provided by Colligo at the chargeable rates, unless otherwise agreed to in writing by Colligo:

- Consulting, custom solutions, or development services
- On-site technical support services, provided by Colligo at your request
- Implementation and deployment
- Product management
- Management or leadership of upgrades or migrations
- Environmental, hardware, or operating errors not caused by Colligo Product
- Implementation of custom, user defined logical operations and algorithms
- Diagnosis of any third-party software code or any of its components
- New feature development
- Modification of code to adapt to a specific business task
- Non-standard configurations or customization of SharePoint deployments
- Questions or issues relating to:
  - Set-up, use or deployment of infrastructure and configuration items within your environment
  - Issues arising as a result of changes to non-Colligo products within your environment
  - Use of other third-party products, except as specifically identified by Colligo as being supported
  - Other services such as Web Services, Service Providers, or Internet Providers
  - Customizations to software identified as supported, except where these customizations have been specifically approved by Colligo
  - Issues with Colligo Products as a result of changes to the customer environment that have not been Colligo Audited and Certified

## 2.4 Customer Environments

Colligo will only provide support services for customer environments that are deemed supported by Colligo and/or that have undergone a Colligo Audit Certification to approve the customer environment for support.



### 2.4.1 Customer Supported Environments

Supported environments are listed on the Colligo Support Site in the Release Notes for each product. Release Notes are available in the documentation section of the support site:

<https://www.colligo.com/support/documentation>.

Colligo provides support for the then supported platform, the then current version of the Product, and the one version immediately preceding the most current Product. You agree that resolution of certain issues may require your upgrading to the most current version of the Product.

### 2.4.2 Customer Environment Certification for SLA

To enable Colligo support to meet the SLA commitments, your environment must be certified by Colligo for the Product. Colligo must be notified by you each time your environment changes.

Colligo will conduct an audit and test the environment to re-qualify and re-certify your environment in order to meet the Service Level Agreement. Please contact your account representative or client services group for advanced quotation <https://www.colligo.com/contact-sales>.

Colligo will endeavor to provide support to non-certified environments. In this case, the SLA will not apply.

Changes to your environment that Colligo should be notified about include, but are not limited to:

- Changes to SharePoint Authentication methods
- Upgrades to the SharePoint environment
- Changes to Search Services used
- Addition of features/solutions to environment that impact document libraries or lists being used with Colligo Products
- Upgrades or significant changes to Operating System or Office software being used with Colligo Products

For information relating to Colligo products or services for these areas, please contact your account representative or our sales team at <https://www.colligo.com/contact-sales>.

## 2.5 Products

Support plans are available for all products currently identified by Colligo as being in “General Availability” and currently offered for sale.

For the status of each of Colligo product, please refer to the support web site

<https://www.colligo.com/support/product-timeline>.

## 3 Silver Support Plan Package

### 3.1 Support Plan Features

Feature	Silver
Agreement type	Standard
# of licenses/seats	25+
Support Request Submission Per Year	25
Online Community Support	Yes
Issue Management	None
Minor Release and Service Packs	Yes
Major Release and Upgrades	Yes
Alert notification for major release	Website

### 3.2 Service Level Agreements

Issue Priority	Time	Silver
Urgent (P1)	Initial Response	12 hours
	Resolution	Future release
High (P2)	Initial Response	In priority order
	Resolution	Future release
Medium (P3)	Initial Response	In priority order
	Resolution	Future release
Low (P4)	Initial Response	In priority order
	Resolution	Future release

### 3.2.1 Time Definitions

**Initial Response time:** The time to receive a support request, confirm the completeness of the information, and confirm the support request has been accepted.

**Note:** Initial Response time is based on the regional time zone for standard business days with business hours as follows:

- **North America:** 9:00 AM ET – 6:00 PM ET
- **Europe, the Middle East, and Africa:** 8:00 AM GMT – 5:00 PM GMT
- **Asia Pacific:** 9:00 AM AET – 6:00 PM AET

**Resolution time:** The time to resolve the issue, including investigation time to understand the issue and scope of the problem, as well as general questions about configuration.

Investigation time is the time from initial response in which Colligo will use its commercially reasonable best efforts to identify the problem and recommend next steps. Resolution only applies to bugs in the product. It does not apply to missing functionality between versions, nor does it apply to feature requests. A bug will be resolved within the resolution time and could include workarounds and or hotfix releases to fix the bug.

**Note:** Resolution time is based on Pacific Time standard business days with business hours of 9:00 AM – 6:00 PM. British Columbia, Canada statutory holidays are excluded.

### 3.2.2 Priority Definitions

Colligo reserves the right to amend the priority level of a support request from that given by the customer if Colligo believes the priority does not match the definitions as laid out below. Customer Impact and Product Feature Affected are mandatory pieces of information required for successful submission of a support request. If the information you provided is incorrect, it may invalidate the Service Level Agreement for the support request in question.

**Urgent (“P1”):** Is reproducible and observable by, and impacts, the majority of users AND impacts customer business or use of Colligo product significantly

**High (“P2”):** Is reproducible and observable by, and impacts, the majority of users AND disables or impairs the use of a major stated feature of the product.

**Medium (“P3”):** Is reproducible and observable by, and impacts, the majority of users AND disables or impairs the use of a minor feature of the product, OR is observable by, and impacts, the minority of users AND disables or impairs the use of a major feature of the product.

**Low (“P4”):** Is reproducible and observable by, and impacts, a limited set of users AND disables or impairs the use of a minor feature of the product.

### 3.3 Support Request Limits

All customers may pay \$150 per hour for additional support that exceeds the maximum support requests in their Support Plan Package. If the issue is determined to be a bug, you will receive a full credit for this additional support charge.

### 3.4 Customer Escalations

Colligo recognizes that there are cases where you may want to have an issue escalated due to particular business circumstances or conditions. In these cases, the specific support request may be escalated via the technical support contact or via your account representative for consideration by Colligo Product Management. However, please note that escalation does not automatically result in an accelerated response and Colligo management reserves the right to limit the amount of time spent on a single issue.

### 3.5 Support Plan Renewal

Support plans are for minimum 12 month terms from the date of purchase. Plans are automatically renewed for a further additional minimum 12-month term, 60 days prior to the anniversary of purchase.

## 4 Training Services

Colligo will provide training and communications of the Support Services process via mutually agreed appropriate means to the Colligo Certified Support Contact(s). Technical training will cover Support Services escalation process, software setup, installation, configuration, functionality, operations, and troubleshooting.

Colligo will charge a daily rate for labor and additional materials as required for training and shall receive reimbursement for all reasonable travel costs.

## 5 Product Management

Colligo has a proactive philosophy toward updating and revising the features, functionality, and capabilities of its products. To support this philosophy, Colligo has developed a product delivery model and lifecycle that uses multiple levels of product release and product states.

### 5.1 Release and Maintenance

If you have paid Support Fees for the then-current Support Services Period, Colligo will provide you all Product Upgrades, Updates, and Maintenance Releases that may be issued and become commercially available to all licenses during the Support Services Period on an identified area of our website.

Dependent on the Support Plan, Colligo will notify Colligo Certified Support Contact(s) by Email of the existence of a product release, with information about the new features and/or any issues it addresses, and any other pertinent information concerning your installation and use of the product. Email notification will also include the URL location where you can download the product release.

#### 5.1.1 Product Upgrades (Major Releases)

Product Upgrades are available during the term of the Support Plan. As licensing may differ by major release, please speak to your Colligo contact or request a product upgrade from our website at <https://www.colligo.com/support/upgrade-request>.

#### 5.1.2 Product Updates (Minor Releases)

Product Updates are made on a product-by-product basis and usually contain minor fixes, Service Pack solutions, and modifications that enhance existing features, functionality, or usability. Product Updates are included free of charge to purchasers of the Support Plan during the term of the plan. These product versions are identified by a change in the version digits to the right of the decimal point; e.g. Version 7.1, Version 7.2.

#### 5.1.3 Product Maintenance (Service Pack Releases)

To ensure a timely response to customer issues, Colligo may also issue Service Pack releases for a single product or set of products. Service Pack releases usually contain urgent fixes or time critical fixes to address specific issues that could cause disruption to the use or functionality of the product. Service Pack releases are included free of charge to purchasers of the Support Plan during the term of the plan. Service Pack releases are identified by a change in the version digits to the right of the second decimal point; e.g. Version 7.1.11, Version 7.1.12

### 5.2 Product Lifecycle

The Colligo Product Lifecycle is published on [www.colligo.com](http://www.colligo.com) at the following address: <https://www.colligo.com/support/product-lifecycle/>.