



Support Guidelines

DocLink 24/7 Support

Our analysts provide assistance with questions or problem issues as they occur. Our goal is to provide timely support and quick resolution in a manner that causes the least disruption to normal daily operations.

Updated 8/3/2016

ALTEC



Support Guidelines

Contact Information

Support can be obtained 24/7 by

Phone: 800.997.9921 x1259

Email: support@altec-inc.com

Regular Support available 6:00 AM – 6:00 PM PT Mon – Fri

After-Hours Support available 6:00 PM – 6 AM PT Mon – Fri, Sat - Sun

After-Hours Support

For North American customers, after-hours support is classified as a support engagement that falls between 6 PM Pacific Time – 6 AM Pacific Time Monday through Friday, and all day Saturday and Sunday. Typically there is an additional charge for afterhours support engagement.

For international customers, afterhours support hours/rates do not apply.

Costs

Support is billed in 15 minute increments. After hours support is billed at a higher hourly rate. The normal and after-hours rates are determined by your support maintenance agreement. There are some notable exceptions and they are as follows:

- Any support time logged that result in identifying a defect in the software is not billed.
- Any support time logged to deploy a hotfix to resolve a defect is also not charged.
- Any time associated with a project is billable in its entirety as per signed agreement letter.

Escalations

We operate on a 3-tier support structure and will resolve or escalated appropriately.

- **Tier 1** – initial assessment, information gathering and resolution if possible.
- **Tier 2** – escalation of complex support issues to senior support staff
- **Tier 3** – escalation to Development for resolution of a product defect

All support cases submitted are prioritized as follows. We work all open cases in priority and date order.

Priority	Description	Response Time
Critical	<ul style="list-style-type: none"> system completely down and cannot proceed without assistance users are unable to access the applications 	Within 2 hours of submission
Urgent	<ul style="list-style-type: none"> multiple users impacted error in business critical processes 	Within 2 hours of submission
Normal	<ul style="list-style-type: none"> customer is able to complete processing but requires assistance with the functionality or change in configuration installation support training requests test server implementation 	Within 4 hours of submission
Low	<ul style="list-style-type: none"> request for information enhancement request submissions general question 	Within 48 hours of submission

Support Life Cycle

Altec Support strives to provide installation, configuration, and workaround assistance to customers on any version of DocLink but our Development team will only provide code changes and hotfixes for the current DocLink version and the previous product version (current version – 1).

Note: A hotfix is a modification to the DocLink product software code to address specific critical problems.

Customer Escalation Guide

The information below is the escalation matrix Altec customers can leverage at any time they feel that they are not getting the appropriate level of attention to their issues. Due to the critical nature of your concerns, you will see below an escalation path that goes to the top of our organization. Please feel free to use the information below to bring visibility and closure to any issue you feel needs more attention.

Customer Support (Available 24/7)

Phone: 800.997.9921 x1259

Email: support@altec-inc.com

Senior Management Support

Cathy Champlin

Customer Support Manager

800.997.9921 x1295

cathychamplin@altec-inc.com

Executive Support

Don Howren

Chief Revenue Officer

800.997.9921 x1206

donhowren@altec-inc.com