

# SUPPORT OVERVIEW



Quintessence  
Labs

Customer satisfaction is our top priority and we aim to provide the highest level of quality support services.

The table below lists the support features of the QuintessenceLabs Support Plan.

The QuintessenceLabs Support Plan is available on the following:

- QuintessenceLabs hardware during the original hardware warranty period
- QuintessenceLabs software (including related firmware and operating system, if applicable)

Support Feature	Description	Entitlement Details
Remote technical support	Customer may contact QuintessenceLabs via the support site on a 24/7/365 basis to report an issue	Included for the term of the support period
Target response objective for remote technical support	QuintessenceLabs Support Center provides response by remote means	Initial technical response objective from time of customer contact, based on priority level.  <b>Critical:</b> 2 hours; on a 24/7 basis <b>High:</b> 4 business hours <b>Medium:</b> Next business day <b>Low:</b> Within 2 business days
Replacement parts delivery target	QuintessenceLabs delivers replacement parts within the target response objective	5 business days  Note: Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.
Software updates and patch/maintenance releases	QuintessenceLabs provides access to commercially available software updates through the QuintessenceLabs Support site when and if updates are available. QuintessenceLabs also provides access to special patches as determined by the QuintessenceLabs Support Center.	Included for the term of the support period.
Access to QuintessenceLabs support site and download server	Customer has access on a 24/7/365 basis	Included for the term of the support period

1. The priority levels are defined as follows. All cases will be evaluated for immediate work independent of priority. Medium and Low cases will receive a response and worked to resolution during QuintessenceLabs business hours. Outside QuintessenceLabs business hours, the response objective may be delayed for Medium and Low cases. QuintessenceLabs business hours are 8 a.m. to 6 p.m. Monday through Friday US Eastern Time.
  - **Critical:** Production system or application down, or data unavailable and no workaround available. Business operations have been severely disrupted. At this level, both QuintessenceLabs and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
  - **High:** System or application functionality significantly affected, and workaround is cumbersome or unavailable. System is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate.
  - **Medium:** Partial, non-critical loss of functionality of the system. Impaired operations of some components but allows the end user to continue using the system with no business impact.
  - **Low:** Non-critical issues, general questions regarding installation, configuration, usage, enhancement requests, or documentation issues.
2. The customer is responsible for installing all software unless installation services have been purchased.