

DVSAnalytics Technical Support Services

System Coverage

Any DVSAnalytics product that is in its warranty period or is covered by an active Customer Service Agreement (End User) or Technical Support Services Agreement (Reseller) is covered by this Service Level Agreement (SLA).

DVSAnalytics Responsibility

- 24/7 remedial technical support when notified by End-User or Reseller that the System is impaired.
- Installation, testing and support for new versions of software for System configuration purchased.
- Technical assistance with procedural and operational questions.
- On-site service, if required.
- Periodic software upgrades which include new features.
- Software patches (if required for problem resolution).
- Unlimited End User and Administrative Training via monthly instructor lead, web-based classes.

Reseller/End User Responsibility

- Reseller/End User shall notify DVSAnalytics service personnel upon any System failure and shall allow DVSAnalytics service personnel full and free access to the System.
- Reseller/End User shall not authorize or cause any repairs or modifications to be made or attempted to be made to the System during the Term except as specifically pre-approved in writing by DVSAnalytics.
- Reseller/End User shall provide, at its sole expense, all equipment necessary at End User location to permit DVSAnalytics remote access to the System. Customer must also grant permission for remote access in a timely manner, if remote access is set up on a permission basis.
- Reseller/End User is responsible for assuring that critical data is regularly backed up to archive media.
- Reseller/End User is responsible for assuring the System is protected with an appropriate anti-virus package that is kept current with the latest update.

Support Ticket Creation

To open a support ticket, DVSAnalytics offers several options:

- Phone: 800-910-4564
- Email: Support@DVSAnalytics.com
- Web: <http://portals.dvsanalytics.com/customer-portal/> - After logging into the portal, click **Support Ticket**.

Support Hours

DVSA Analytics provides 24 hours a day, 7 days a week Technical Support. The Technical Support Center is staffed with Support Technicians from 8:00 AM to 5:00 PM MST, Monday through Friday. At all other times, calls are forwarded to DVSA Analytics support staff on call.

In the event an issue cannot be resolved remotely, or when otherwise deemed necessary by DVSA Analytics personnel, DVSA Analytics typically will provide on-site service support through a DVSA Analytics Reseller/Dealer or contracted Service Company. In this event, DVSA Analytics will have a technician on-site as soon as possible based on the critical nature of the issue, as determined by DVSA Analytics. On-site service shall be available from 8:00 AM until 5:00 PM local time on any Business Day, unless otherwise pre-arranged.

Support Process

Technical Support Services Process

DVSA Analytics service personnel shall be notified upon any System failure and shall be permitted full and free access to the System. If a DVSA Analytics service person is unreasonably denied access to the System for a requested service call, DVSA Analytics may request reimbursement of DVSA Analytics direct expenses incurred.

DVSA Analytics can support systems remotely using the latest web-enabled remote access tools. DVSA Analytics service personnel can access systems to investigate a problem or help answer a question by showing how a procedure is performed. If support cannot be provided via a remote connection because the End User does not or will not provide a connection, alternative support provisions may be billable. Remote support requires an internet access connection.

DVSA Analytics Escalation Procedure

When contacted, DVSA Analytics creates a trouble ticket and assigns a severity level based on the Reseller's or End User's problem description.

DVSA Analytics' support organization is divided into two groups: Front-line Support (FLS) and Advanced Technical Support (ATS).

When a ticket is created, DVSA Analytics sets the response time based on the severity level. DVSA Analytics will have an FLS technician contact the Reseller/End User as soon as they are available, but no later than DVSA Analytics' established response time.

Once the FLS technician is working an issue, an escalation time is set. If the FLS technician does not have a clear path to resolution or work-around by the end of the escalation time, the ticket is automatically escalated to an ATS technician. The ATS technician determines root cause (RCA) and works toward problem resolution. Occasionally, due to call volumes, a ticket may be assigned immediately to an ATS technician. If this is the case, the automatic escalation does not apply.

Severity Level	Severity Definition	Response Time	Escalation Time	Updates**
C1	System is down, or the End User is severely impacted by the issue	10 Minutes	30 Minutes	30 Minutes
C2	System is moderately impaired, or the End User is measurably impacted by the issue	1 Hour	2 Hours	4 Hours
C3	System has an issue but there is no measurable impact to the End User	4 Hours	As Needed	24 Hours
C4	Minor system issues or user questions	24 Hours	As Needed	Weekly

****Updates will be provided until resolution or bypass has been accomplished**

For Issues Reported Electronically — Priorities are assigned to issues reported via the web or e-mail, based on the guidelines above. A Technical Support Specialist will respond to the Reseller/End User who reported the issue by web or e-mail within 24 hours, except for issues that are reported on weekends and holidays. Because DVSAnalytics cannot guarantee less than 24-hour response on issues submitted electronically, Reseller/End User must report Severity 1 or 2 issues by phone.

Customer Satisfaction Escalation

100% customer satisfaction is our mission. If you ever feel you are not receiving the level of service you expect, please let us know.

Escalation Level	Contact	Contact Information
Level 1 Escalation	Kris Juchau, Professional Services Manager	480.538.7713 kjuchau@dvsanalytics.com
Level 2 Escalation	David Brocklehurst, Customer Support Director	480.538.7701 dave.brocklehurst@invosys.com
Level 3 Escalation	Jane Anderson, CEO	480.538.7700 jane.anderson@invosys.com

Replacement Parts:

If extended hardware warranty is part of the customer service agreement, delivery of replacement parts will be made on DVSAnalytics' next Business Day after notification is received. Requests received after 3:00 PM CST are deemed received on the following Business Day. This includes repair and/or replacement of parts resulting from normal wear and tear. Any repair and/or replacement of parts may be made with new or refurbished parts (equivalent to new in performance). Any parts so replaced shall become the property of DVSAnalytics. It is the responsibility of the reseller or end-user customer to perform the hardware replacement. DVSAnalytics is responsible for configuration changes once the hardware replacement has been installed.

Modifications or repairs attributable to (i) any unauthorized attempt by Reseller or End User to repair or modify the System, (ii) catastrophe, fault or negligence of Reseller or End User due to causes reasonable within Reseller's or End User's control, (iii) improper use or misuse of the System or (iv) causes external to the System are not considered the result of normal wear and tear and are not covered under this Agreement.

Excluded Services

The following services are excluded from coverage:

1. Software upgrades after normal business hours unless upgrade is to fix a reported issue.
2. Periodic maintenance routines as described in the product manual or administrator's guide.
3. Reseller or End User-initiated requests for additional software programming work beyond the scope of the original signed specifications.
4. Additional training beyond that provided with the system or provided in the free web-based training.
5. Installation, relocation or removal of the system.
6. Labor and travel expenses for End Users Service performed outside the On-site Service Hours at the request of the End User.
7. Any costs for on-site travel outside the United States and Canada.
8. Maintenance or service on hardware or software not provided by DVSAnalytics.
9. Changes, upgrades, or damage repairs (damage which was not under the control of DVSAnalytics) to hardware, e.g., another disk drive, additional telephone ports, additional peripherals, a new computer.
10. Data recovery or virus removal services. DVSAnalytics is not responsible for loss of any data in the event of hardware or software failure, virus infection, or security breach. End User is responsible for assuring that critical data is regularly backed up to tape or other archive media and that the system is protected with an appropriate Reseller or End User-supplied and -maintained anti-virus package.
11. System errors resulting from any Reseller or End User modifications or alterations made to the system, including virus or security software. The definition of "system" includes all hardware and software as originally or subsequently installed and configured by DVSAnalytics personnel.
12. Time spent investigating trouble reports that turn out to be problems over which DVSAnalytics has no control (normally related to telephone system integration and host interfaces, network [LAN, WAN, Internet] configuration, and host interfaces). These incidents can occur both during installation and post-installation. Such occurrences, after determination of the problem, will be handled on an individual basis, where DVSAnalytics may invoice the Reseller or End User for the time spent investigating the problem and identifying the solution.
13. Translation of user interface or documentation from English to any other language, or technical support or training in a language other than English.
14. Electrical work external to the system.
15. Repair of communication lines connecting the system.