Version 1.4
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Support Plan for SaaS

Introduction

This plan includes helpful information about our Support Services, including target response times, escalation paths, and more. If there are questions not answered by this plan, please contact us directly by emailing support@powerplan.com.

PowerPlan may update this plan at any time. The most current version available at https://powerplan.com/legal will apply upon the next renewal of your SaaS subscription. PowerPlan will provide a mechanism to obtain notice of updates, but please check regularly for updates.

Support Services

All Support Services described will be provided to the Client during its subscription and so long as the Client is current on the payment of SaaS fees.

PowerPlan Support Services Responsibilities

PowerPlan provides Support Services for the Software and APIs with the primary responsibilities summarized below:

- Providing guidance and offering tips and techniques for the use of the Software and APIs.
- Troubleshooting issues with SaaS components of APIs when the Client experiences unexpected results.
- Using commercially reasonable efforts to reproduce Errors and assist in providing workarounds to help maintain stability until the Error is resolved.

Software and API Support

PowerPlan manages support for its Software and APIs through the creation and management of cases. A “case” is a single, reproducible issue or request for assistance that is related to the Software or an API.

Requesting Support

A Client may request support by using any of the methods listed at https://powerplan.com/support/.
The Client portal is available 24 x 7 for submitting cases, searching for solutions, monitoring the status of open cases, and reviewing closed cases. A Client may also submit cases by email at any time. Telephone support is available during support hours.

To resolve the case as quickly as possible, the Client should provide the following information with each request:

- Urgency of the request, including any deadlines
- Client’s contact information, including company name, company email, and company phone number
- Product or API name
- Details of the case, including any Error messages, Error/job/process logs, steps to produce the problem, screenshots, or other output data
- Description of the problem’s frequency (e.g., intermittent, or always, and whether it affects one, some, or all users)
- Description of the problem’s impact to the business

Support Hours

Our support hours are 8:00 AM – 8:00 PM Eastern Time, Monday – Friday, excluding PowerPlan-observed holidays.

Client Support Contacts

The Client must designate an appropriate functional application administrator and an IT administrator who will provide basic support for the application. Client end users should report issues to the applicable administrator for internal Client tracking, troubleshooting and change management. When the Client needs PowerPlan’s assistance, the administrator should report the issue to PowerPlan.

The Client is responsible for providing first level support to end users. First level support includes: (i) providing support and assistance regarding the proper use and functionality of the Software and APIs; (ii) troubleshooting Errors through front-end/self-help resolution tactics (user guide, knowledge base, Error message information, resolve kickouts, review logs and address issues); and (iii) reviewing historical cases reported and applying previously provided Error corrections or workarounds to repeat Errors. These steps should be completed before contacting PowerPlan.

Case Management

When a new case is received from Client, it will be automatically routed to the appropriate queue and will be assigned to the next available and appropriate support analyst. If necessary, the support analyst will contact the Client for additional information or clarification, prior to conducting an in-depth analysis. Support analysts resolve most cases; however, if the support analyst cannot resolve an issue, then PowerPlan will escalate such issue to an analyst with more specialized experience and/or expertise. Once the support analyst has resolved a case, the support analyst will close the case. If the support analyst identifies a reproducible Error, the support analyst will create a Product defect ticket for further action. The support analyst will share the ticket number with the Client and close the support case.

Default PowerPlan Access

PowerPlan establishes default access to Client environments to facilitate faster case resolution. Read only access to production and non-production environments is provided to PowerPlan Support personnel for troubleshooting and resolution. PowerPlan's Product Support Team is provided read and write access to non-production environment to triage, troubleshoot, and debug any Errors.

PowerPlan may request additional permissions from the Client to enable resolution of issues. The Client is responsible for any Errors that occur because of granting such permissions, and Support Services do not cover any data correction needed because of such Errors.

Copying Client's Environment

If PowerPlan is unable to replicate an Error in Client's non-production environments, PowerPlan will continue troubleshooting by copying the Client's PowerPlan environment outside of the Client's non-production environments to complete further triage.

Severity Levels and Response Time Targets

PowerPlan will try to provide an Error correction or workaround for all Errors that PowerPlan can verify and reproduce. PowerPlan will not provide Support Services related to failures or other problems caused by (a) the use or operation of its Software or APIs with any other Software or in an environment other than as intended, recommended, or otherwise authorized by PowerPlan, (b) operator error or use of its Software or APIs in a manner inconsistent with the documentation or the SaaS subscription agreement, or (c) the Client's hardware or operating system.

PowerPlan's targets for response times are dependent on the impact that a particular case is having on the Client.

The following table defines PowerPlan's Severity Level classifications and Response Time Targets.

Severity Level	Description	Examples	Response Time Targets
1	Critical	A problem that causes the Software or API to be non-operational such that no users can access the system or backup, or other security of data can no longer be performed, and there is no workaround available	Within 1 business hour
2	High	A problem with the Software or API that prevents the Client from performing a key business event with no workaround available	Within 4 business hours
3	Medium	A non-critical problem occurs where the Client can run the Software or API and there is a workaround	Within 2 business days

4	Low	A problem that has low system impact and does not require immediate attention, including cosmetic, and non-critical issues	Within 5 business days
5	Enhancement	A request for new functionality or suggestions for improving the Software or API will be forwarded to PowerPlan's Product Management team for tracking and evaluation and the support case will be closed	Within 10 business days

Escalation Management

PowerPlan employs internal escalation procedures to ensure the Client is receiving the appropriate response and attention. If the Client believes it is not receiving the appropriate level of support and would like to escalate a case, the Client should send an email to the appropriate email address as listed in the table below. The Client should escalate in the sequence noted below (i.e., the Client should first escalate to Level 1 before escalating to Level 2, etc.).

Escalation Level	Escalation Email Address
1	Escalation.Lead@PowerPlan.com
2	Escalation.Manager@PowerPlan.com
3	Escalation.Director@PowerPlan.com

After-Hours Support

PowerPlan may be available to work on urgent issues outside of our support hours for an additional fee.

For assistance outside of PowerPlan's support hours, the Client should call 1-888-725-0158 to be routed to the on-call support analyst. PowerPlan will notify the Client of the after-hours fees in writing and will request written approval of the associated fees from the Client before helping with the issue. For potential after-hours assistance, the Client can request a reservation in advance by emailing support@powerplan.com. For planned after-hours assistance for activities that fall outside the scope of Standard Support, a reservation is not sufficient to engage PowerPlan resources. Client should coordinate that in advance to ensure that the appropriate PowerPlan resources are available, and any applicable fees are discussed and agreed to in advance, up to and including a statement of work.

Requesting a reservation in advance allows PowerPlan more time to arrange the appropriate type of resource for the Client's issue and it increases, but does not guarantee, the likelihood that an appropriate subject matter expert will be available.

- Client must make the reservation at least two (2) Business Days in advance.
- A reservation may not be made for more than one (1) day over the weekend or two (2) consecutive business days.

Notwithstanding anything to the contrary, nothing in the foregoing is intended to obligate PowerPlan to provide any Maintenance Services or assistance which fall outside of the scope of this Policy or outside of Standard Support Hours, and any assistance or related Services provided after hours shall be provided at PowerPlan's sole and exclusive discretion.

Software Releases

Software releases will be provided through our product release cycles; more information about those release cycles and SaaS processes can be found in the product documentation. Software releases exclude new products and/or new functionality for which PowerPlan generally charges a separate or additional fee.

If the Client requires assistance in the adoption of a product or functionality, PowerPlan may offer those services as a Managed Service or Professional Services project, at its current rates on a time and expenses basis, pursuant to a separate SOW.

Outside of scope

System setup	Any case logged that relates to a system setup or the configuration or installation of new products and features.
Loading data	Assistance to load, convert or configure data.

Modified objects or configurations	Code customizations, extensions, interfaces, customizations of data model, custom Integration Hub pipelines, or other customizations that override the purpose of base logic and calculations. Client-specific configurations including, but not limited to, Any Queries, Alerts, Dynamic Validations, Data Movers, or similar configurations. Configurations that have been modified by the Client or third-parties.
Modified scripts or non-PowerPlan scripts	Custom scripts or any scripts that have been modified by the Client or third-parties.
Covered Customizations	See the NXT Managed Services Policy for available coverage of Covered Customizations (as defined therein)
API tools	Assistance to configure tools to call the API or for results of API calls as viewed in such tools.
Client hardware/ operating system	Any case regarding assistance with Client's desktop or hardware configuration
Non-transitioned to support items	All projects are required to follow PowerPlan's standard transition to support process according to PowerPlan's then-current transition to support procedures.
Data correction	Cases related to data corrections or corruptions that are not directly caused by Software.
Training	Training services offered by PowerPlan for a separate fee