

SUPPORT PLAN

Section A

Client Identifies Issue: Outside of Normal Business Hours (6pm-9am EST) & Holiday Period (Dec 23rd to Jan 1st)

1. If the issue is critical, the CLIENT IT staff or representative shall call the ViewLift Support Hotline at INDIA HOTLINE: +911244684671 or US HOTLINE 1-800-859-0420 and email techsupport@viewlift.com and identify yourself as a representative from client. The CLIENT IT staff or representative should provide the ViewLift staff with your name, title, and contact number. Please give a description of the issue, including any error message and describe any troubleshooting activities already completed. Non-critical issues will be addressed the next business day.
2. ViewLift Tech Support creates an incident ticket [in JIRA], which [will send an email notification to the support team].
3. The ViewLift responding agent contacts the CLIENT IT staff or representative to acknowledge that the issue is being addressed and to identify who is addressing the issue.
4. Periodically the ViewLift responding agent will update the CLIENT IT staff or representative with a status. The notification period will depend on the severity of the issue with a complete outage not to exceed one (1) 4-hour increment.

Client Identifies Issue: During Normal Business Hours (9am-6pm EST)

1. Client IT staff or representative sends an email to [ops@viewlift.com], or calls the ViewLift Support Hotline at INDIA HOTLINE: +911244684671 or US HOTLINE 1-800-859-0420 to report the problem. If the support contact is not available, the CLIENT IT staff or representative escalates the problem to the ViewLift Tech Team, as identified the chart below, and the issue is handled in accordance with the outside-of-normal-business-hours protocol identified below.
2. ViewLift creates an incident ticket [in JIRA], which [will send an email notification to the support team].
3. The ViewLift responding agent contacts the CLIENT IT staff or representative to acknowledge that the issue is being addressed and to identify who is addressing the issue.
4. Periodically the ViewLift responding agent will update the CLIENT IT staff or representative with a current status. The notification period will depend on the severity of the issue, with a complete outage not to exceed one 1-hour increment. Non-critical issues will receive weekly status updates.

Section B

ViewLift Identifies Issue: Both During and Outside of Normal Business Hours

1. If the issue is critical, the ViewLift representative calls designated client account contact. The ViewLift representative should provide all pertinent details of the issue, information related to resolving the issue, and contact information for further discussion and status updates. The ViewLift representative should follow-up by providing the same information via email. If a CLIENT representative does **not** answer, the ViewLift representative should leave a detailed message with the required information and the call back information. The ViewLift representative should provide the information via email as well.
2. For critical issues, the ViewLift representative shall provide periodic updates and final resolution emails to designated client account contact. For non-critical issues, the ViewLift representative shall provide periodic update emails to designated client account contact or an alternative representative identified by CLIENT to resolve this issue.

Contact	Phone Number	Email
ViewLift L1 Support	INDIA HOTLINE: +911244684671 US HOTLINE: 1-800-859-0420	techsupport@viewlift.com