



Support Contacts and Service Level Agreement

Service Desk Contacts

In Country Service Desk	Covata Products	Service Desk Location	Service Desk Hours and Time Zone	Phone	Email
USA	All	Texas	9 AM – 5 PM Central Daylight Time (CDT).	+1 888 657 5355	support@covata.com

How to Request Support or Lodge an Incident Ticket

Support requests or incident tickets can be lodged by Email, Phone or via the Covata Support Site (Submit a bug or technical issue form) <https://support.covata.com>

Support Operator Levels

Level	Support Skill Set
1	<u>Product Expert</u> Single Point of Contact to manage calls and communication with Organisation Administrators. A Level 1 operator will be a product expert and can directly assist with how-to help enquires and advice or information on using the system.
2	<u>Senior Support Engineer.</u> This usually involves collecting additional information during a troubleshooting period using advanced techniques. Generally, this level is required where there is no documented resolution or solution that a Level 1 operator could follow.
3	<u>Software Development Team.</u> The issue requires a development team member to investigate, typically with information collected by Level 2 support. This is the most complex case and may involve program crashes, code debugging, and advanced troubleshooting. The solution generally results in a new workaround, infrastructure change or code revision.

Incident Management Prioritisation and Target SLA

Severity Level	Description	SLA *1 *2		Resolution Action
		Acknowledge and L1 response	Escalation to Level 2 or 3 (if required)	
1 (Critical)	System Not Usable - System is down or critical functions not available, and - No reasonable work around available	30 mins	2 hrs	Covata will make all commercially reasonable endeavours to either rectify or find a satisfactory workaround in the shortest possible time.
2 (High)	Seriously Impaired Functionality - System has key functions not working, and - No reasonable work around available	30 mins	2 hrs	If code changes are required, then Covata will make all commercially reasonable endeavours to apply the changes in the shortest practical time and apply this change to the affected systems.
3 (Med)	Workaround is Enabling Customer Operations - Essential Functions have an issue that is being managed temporarily with a work around to enable customer business operations pending resolution or - Documentation issues	60 mins	4 Hrs	Next product release
4 (Low)	Enquiry or Minor Issue - How-to enquiry or request for information - Minor issue that is not materially impeding the customer's ongoing business operations.	60 mins	Case by case	Case by Case

*1 Hours of operation: SLA hrs and minutes are within the specified business day window.

*2 In the initial response we will agree with the customer on the timing, frequency and communication method (i.e. call, email or text) for progress updates pending resolution.