Quali INFRASTRUCTURE UNBOUND
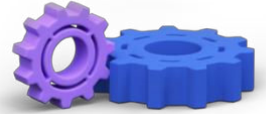
Quali's Support Program

Quali delivers state-of-the-art software solutions. Our commitment to the very best quality is backed by a professional support program equipped to keep our users satisfied and up to date.

Quali's support program is available to all customers and includes access to the latest software and ongoing technical support. All support facilities are simple to use and easily accessible via remote access, an online customer portal, and access to Quali experts via the Quali Service Desk.

QUALI'S SUPPORT OFFERINGS

During the subscription period, all Products include Standard support. For an additional fee, Quali offers an upgrade to Premium Support and Elite Support.

SUPPORT OFFERING FEATURES	COMMUNITY	STANDARD	PREMIUM	ELITE
Support Hours for All Cases		**24x5 Regional**	**24x5 Regional**	**24x5 Regional**
24x7 Global Support P1 Cases			✓	✓
24x7 Global Support P1&P2 Cases				✓
Accelerated SLAs/Priority Case Routing			✓	✓
Web Case Submissions		✓	✓	✓
24x7 Support Portal Access		✓	✓	✓
24x7 Customer Community	✓	✓	✓	✓
Initial Response SLA P1 - Showstopper P2 - High P3 - Medium P4 - Low	N/A	P1: 1 business day P2: 2 business days P3: 3 business days P4: 5 business days	P1: 2 hours P2: 1 business day P3: 2 business days P4: 4 business days	P1: 1 hour P2: 2 hours P3: 1 business days P4: 4 business days
Update Frequency P1 - Showstopper P2 - High P3 - Medium P4 - Low	N/A	P1: 1 business day P2: 2 business days P3: 3 business days P4: 5 business days	P1: 4 hours P2: 1 business day P3: 2 business days P4: 4 business days	P1: 1 hour P2: 2 hours P3: 1 business days P4: 4 business days
P1 Issue Level of Effort	N/A	Business Hours	Continuously until a cure or workaround is found	Continuously until a cure or workaround is found

ERROR DEFINITION LEVELS

Customers can report any error in our products, including a Severity Level based on the impact of that error. Errors may be reclassified upon agreement.

Severity Levels for errors in our software are defined as:

Severity Level 1 Problem - SHOWSTOPPER
Any issue that severely disrupts the experience and/or business operations for the majority of users relying on Quali Products and Services, and for which no procedural workaround exists.

Severity Level 2 Problem - HIGH
Any issue that affects the experience and/or portions of your business operations for the majority of users relying on Quali Products and Services, and for which no procedural workaround exists.

Severity Level 3 Problem - MEDIUM
Any issue that involves partial, non-critical loss of Quali Products and Services in your business operations. The issue is limited to a medium or low impact on your business, without causing your operations to cease functioning, including by using a procedural workaround.

Severity Level 4 Problem - LOW
Submitting a general question or reporting a documentation error regarding Quali's Products and Services. The issue has low to no impact on your business or the performance or functionality of your systems, but your business continues to function, including by using a procedural workaround.

AVAILABILITY AND CONTACTS

Quali's support personnel will provide Customers with remote assistance for help in using and operating Quali Products and to accept reports of bugs, defects, or errors in the Products. Quali will ensure that each of its personnel performing any Support Services are experienced, knowledgeable, and qualified in the use, maintenance, and support of the Products.

For all support matters, Quali Customer Support can be reached via web at support.quali.com or email at support@quali.com.