# OL® Care

Policy

**Objectif Lune**

# OL° Care Policy

OL Care is Upland Objectif Lune's (OL) technical support service as well as update and upgrade program provided to customers of registered Upland Objectif Lune products who hold a valid End-User license agreement ("EULA"), to ensure the successful use of their products and services ("Products").

The following describes the policies, procedures, and service level agreement under which Objectif Lune provides technical support services ("Technical Support") to customers with valid OL Care. To consult the detailed OL Care Terms & Conditions, click here.

## Technical Support Services

Benefit from assistance, guidance, and recommendations on:

- Product installation, setup, and configuration
- Fixing unexpected behavior for documented features and error messages.
- Solution failures including existing templates, data mappings, workflow configurations and programming pertaining to OL's Products, running in the environment for which they were developed.

## BUSINESS HOURS AND CONTACT INFORMATION

Customers with valid OL Care can contact Technical Support during their local support hours:  Contact us

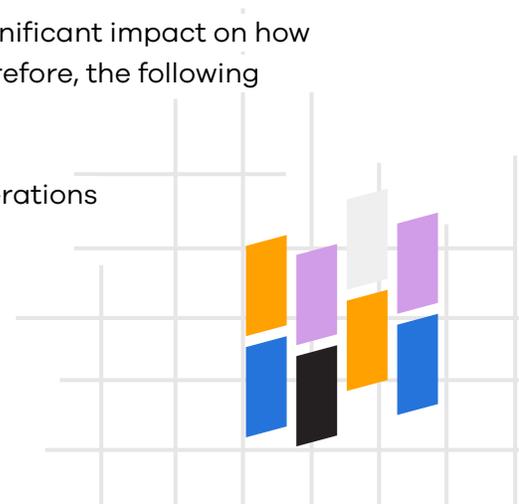## OTHER RESOURCES

Before contacting Technical Support, we recommend visiting our Resource Center which contains Product documentation, links to our forums (Q&A), learning center and knowledge base, all which can help customers resolve their issues quickly.

## TECHNICAL SUPPORT PROCESS

The quality of information provided to Technical Support has a significant impact on how fast an issue is diagnosed and resolved by Technical Support. Therefore, the following information should be provided:
- Detailed description of the issue
- Issue's severity and impact on the system and business operations

- Product version and serial number
- Exact error messages
- All resources relevant to the issue, including the software logs
- The steps taken to reproduce the problem and any known workarounds
- Contact information for the contact in charge of managing the issue

## Technical Support will acknowledge receipt of the ticket:

If the ticket is opened from the web support portal an automated acknowledgement email will be sent within 10 minutes. Technical Support will then respond by email or telephone within 4 business hours. If the ticket is opened by telephone and Technical Support is unavailable, the customer should leave a detailed message. Technical Support will respond by returning their call within 2 business hours.

## Technical Support will:

- Assign the client a Support Advisor
- Log, analyze, categorize, and prioritize the issue according to its severity and its business impact.
- Troubleshoot, isolate, and reproduce the issue in a controlled environment whenever possible, and request additional information if required.
- Identify the issue and propose a solution.

Technical Support is dedicated to providing experts and resources to research and resolve customer issues in a timely manner.
While a ticket is open, Technical Support will update the customer periodically on the progress and state of their issue. Once a resolution has been provided, the ticket, with the customer's consent, will be closed.

## A resolution may consist of:

- Permanent fix
- Reasonable workaround
- Action plan for development of a fix or workaround
- Recommendation on solving the issue to get solution back up and running

While the customer's main point of contact throughout the process is with Technical Support, the below illustrates the resolution escalation process.

## ESCALATING AN ISSUE



**Customer** > **Technical Support LEVEL 1** > **Technical Support LEVEL 2** > **Research & development**
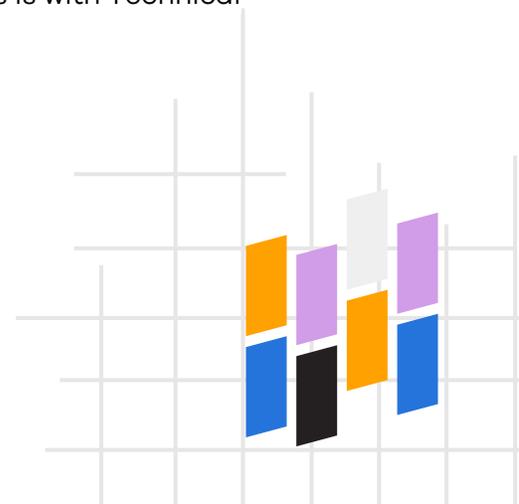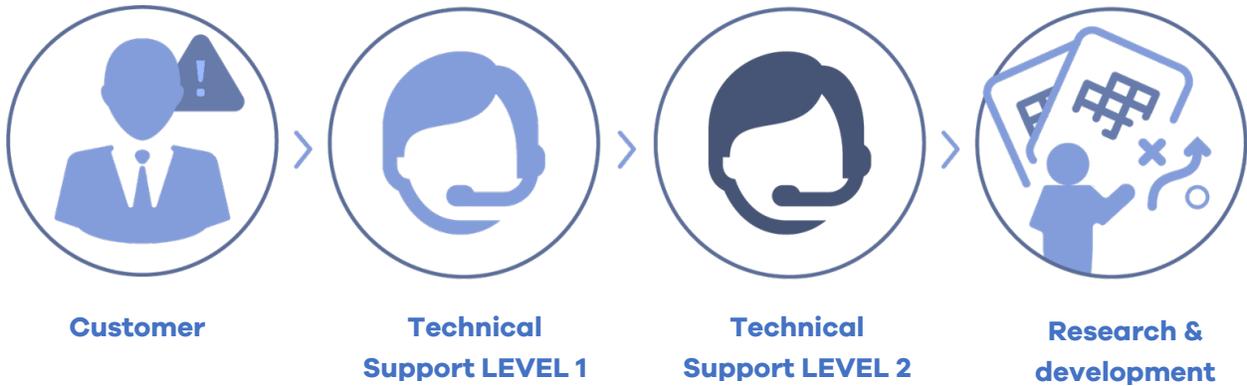
At any point during the support process, the customer can contact the Support Advisor assigned to their issue to request an update or provide additional information that may help resolve the issue. Should the customer not be satisfied with the process, a request to speak with the Support Manager can be made to the Support Advisor. This allows us to better understand your concerns and adjust if necessary.

## PRIORITY AND SEVERITY LEVELS

Severity levels determine an issue's priority and help us allocate the resources needed to resolve it effectively. An issue's severity is based on the impact it had on the business, as determined by the customer and Technical Support. Severity levels may be changed after the original assessment, with the customer's consent.

Response Time: Technical Support will contact customer after submitting a support request to acknowledge receipt and provide an initial response. A response will be given by email or telephone to request additional information or identify the issue or provide a solution. Response times are measured during local support business hours.

For emergencies, we strongly recommend opening a ticket by telephone to accelerate the response time.

| SUPPORT TICKET OPENED BY | RESPONSE TIME |
|---|---|
| **Telephone** | Within 2 hours |
| **Web Support Portal** | Within 4 hours |
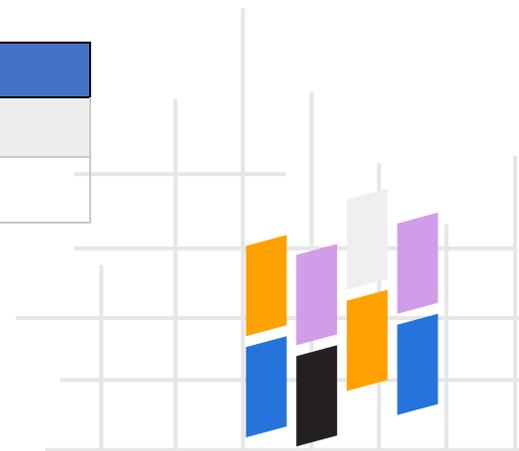
If an issue was submitted through the web support portal, an automated email acknowledging its receipt is provided within 10 minutes which confirms the receipt of the ticket in our system.

**Target Resolution:** Target resolution times are estimates and depend on the complexity of the tickets submitted. Time to resolution may vary.

**Updates:** Technical Support will contact the customer by phone, email or both during the resolution process and provide updates on the progress and state of the issue in accordance with severity level or as agreed upon between Technical Support and the customer.

The following table will be used to prioritize calls.

| SEVERITY | DESCRIPTION | TARGET RESOLUTION | UPDATES |
|---|---|---|---|
| **P1 - Critical** | **Critical problem** <br><br> Customer's production is jeopardized or down, causing a severe impact on their business. | **Within 2 business days** <br><br> Technical Support will work **continuously** on the issue during local support business hours until it is resolved, or a reasonable workaround is achieved. | Every business day |
| **P2 - High** | **Severe problem** <br><br> Customers' production capability is severely degraded or important Product features are unavailable. | **Within 3 business days** <br><br> Technical Support will work **continuously** on the issue during local support business hours until it is resolved, or a reasonable workaround is achieved. | Every business day |
| **P3 - Moderate** | **Moderate problem** <br><br> Customer's production capability is imperfect, incomplete, or a non-critical functionality is unavailable which has a medium-to-low impact on their business. | **Within 15 business days** <br><br> Technical Support will work on the issue during local support business hours until it is resolved, or a reasonable workaround is achieved. | Every two (2) business days or as agreed upon between Technical Support and Customer |
| **P4 - Low** | **Minor problem** <br><br> Customer's production is not compromised. A minor issue or question that has no business impact and can be readily circumvented. | The problem is reported and may be fixed in a future release of the Product. | May vary |

## CUSTOMER RESPONSIBILITIES

To help our Technical Support resolve issues as quickly as possible, the customer should:

- Have a dedicated contact available to work with Technical Support
- Provide all necessary information requested in a timely manner
- Provide secure remote access to the environment in which the issue is present
- Test the solution in a development environment prior to applying a resolution

Failure to access the customer's environment or provide any of the above information can result in extending the target resolution time.

## EXCLUSIONS

Technical Support assistance shall not be provided for problems arising from:

- The customer's use of the Products in a manner for which they were not designed
- The customer's or third party's negligence, misuse, adaptation, or modifications of the Products
- Versions of the Products other than the two most recent versions
- Programming or custom scripts in languages other than the programming languages native to OL's Products: PressTalk, JavaScript, VBScript, JQuery, CSS, HTML.

The customer is responsible for their own hardware, operating systems, network setup and maintenance use of any file access control systems and third-party applications or systems.

## PROFESSIONAL SERVICES

Upland Objectif Lune also offers consulting services to help resolve issues falling outside the scope of technical support via Objectif Lune's Professional Services. Any consulting services shall be provided under a separate agreement and shall be subject to Upland Objectif Lune's then-current professional services fees. Such services include the analysis, development and/or modifications of documents as well as customization, configuration and/or programming pertaining to the Products.
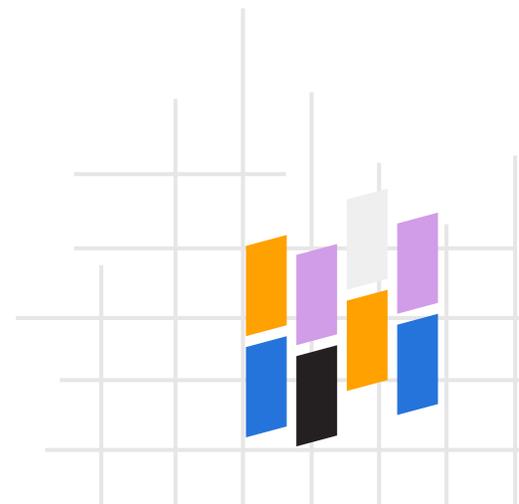
## PRODUCT ACTIVATION

The Customer can activate OL Connect and PlanetPress Suite Products via our Web Activation Manager. The customer number and password provided at purchase are required to access this system. For more information on how to activate Products, refer to the Web Activation Guide available on our website or contact your local Customer Care Department.

## PRODUCT UPDATES AND UPGRADES

OL Care includes free updates (minor releases) and upgrades (major releases), of registered products. All updates and upgrades provided, including their respective documentation and program materials, are subject to their respective EULA's. Notification of new releases will be made through the online update manager. Updates and upgrades can also be provided upon request for products with no online manager. For more information contact your local Technical Support department.

## SUPPORTED LANGUAGES

Objectif Lune is pleased to offer Technical Support in the following languages in the following regions during local business hours. If a resource is not available in a specific language, the supported language will be English.

| REGION | LANGUAGE |
|---|---|
| United States, Canada, and Latin America | English, French, Spanish |
| Europe, Middle East, Africa | English, German, French, Dutch |
| Asia Pacific | English, Japanese |

## DATA SECURITY

Upland is committed to protecting the data that is entrusted to us. We understand that the confidentiality, integrity, and availability of your data is vital. Over 10,000 companies trust us to keep their information safe.  For more details regarding our data security, please visit our website: Upland Software Security

## CONTACTS FOR ESCALATION

Should you feel the need to escalate your ticket, you may contact Technical Support advisor who is handling the ticket and request the ticket be escalated or you may use the contact listed below.

| CONTACT | TITLE | EMAIL |
|---|---|---|
| Cosimo Iacovella | Global Support Director | ciacovella@uplandsoftware.com |