SDL Customer Support Service Policy
Summary

This document describes SDL policy for the provision of Customer Support Services to its Clients. SDL aims to provide a professional, timely and efficient approach to dealing with issues and requests connected with SDL software. This policy is designed to ensure that our Clients receive the best possible service by making clear process and expectations when requesting Support Services, as defined below.

SDL reserves the right to make amendments to this policy without prior notice. The latest version of the SDL Customer Support Service Policy is posted on the SDL website.
# Contents

**Summary**  
2

**Introduction**  
5

**Support for on premise products ("Software")**  
6

- Support Tiers  
6
- Scope of Support Services for on premise products  
7
- Engaging with SDL Support for on premise products  
8
  - *Contacting SDL for Support Services*  
8
  - *Named Support Contacts*  
8
  - *Named Support Contacts’ Responsibilities*  
8
  - *SDL Support Responsibilities*  
9
- Case Handling  
10
  - *Response Time Targets*  
10
  - *Priority Definitions*  
10
  - *Case Priority Re-classification*  
11
  - *Support for Third Party Products*  
12
  - *Case Closure*  
12
  - *Product Issues*  
12
  - *Product Enhancement Requests*  
13

- Support Services Hours and Availability  
13
  - *Standard Support Hours*  
13
  - *24 x 5 Product Support*  
13
  - *24 x 7 Critical Case Support Option*  
13

- Escalation Process  
15

**Appendix A: Available Support Tiers for on premise products**  
16

**Appendix B: A La Carte Options for on premise products**  
17

**Support for SaaS & hosted products ("Services")**  
18

- SaaS Support  
18
- Scope of Support Services for SaaS & hosted products  
19
Engaging with SDL Support for SaaS & hosted products 20

- Contacting SDL for Support Services 20
- Named Support Contacts 20
- Named Support Contacts’ Responsibilities 20
- SDL Support Responsibilities 21

Case Handling 22

- Response Time Targets 22
- Priority Definitions 22
- Case Priority Re-classification 23
- Support for Third Party Products 23
- Case Closure 24
- Product Issues 24
- Product Enhancement Requests 24

Support Services Hours and Availability 25

- Standard Support Hours 25
- 24 x 7 Critical Case Support 25

Major Incident Notification 26

Escalation Process 27

Appendix C: Support tier for SaaS & hosted products 28

Appendix D: A La Carte Options for SaaS & hosted products 29

About SDL 30
Introduction

This Customer Support Service Policy (the “Policy”) describes the maintenance and support services (collectively, “Support Services”) that SDL provides to customers or technology partners (collectively referred to as “you” or the "Client") for support of SDL applications ("Software") and associated hosted, SaaS and/or subscription services (“Service”), where applicable (collectively, “Licensed Products”).

This Policy accompanies the support terms and conditions executed between SDL and the Client. The terms contained herein should be read in conjunction with the governing license and/or support and maintenance agreement (the “Agreement”) executed between the parties and the documents referenced within such as the SDL Product Release Policy and the SDL Service Catalog for the appropriate Licensed Product. This Policy applies for the duration of the defined period as detailed in the Agreement and/or relevant Order Form.

The Policy defines operational processes for providing Support Services. In event on any conflict between the terms of this Policy hereunder and the terms and conditions of any Agreement, the Order Form will take precedence unless otherwise stated.

This document contains one section for our enterprise Software hosted on premises, and another section for SDL hosted Service.
Support for on premise products
(“Software”)

This section contains details of the Support Services that we offer for Software, hosted by yourself and installed on your premises.

Support Tiers

Because all companies are unique, with different needs and requirements when it comes to their Support Services, SDL offers three different tiers of Support Services for our enterprise Licensed Products:

**SDL Essentials** - Standard Support level:
- 8½ x 5 product support
- Access to new releases and software updates
- Access to online tools: Support Gateway, Knowledge Base, SDL Community
- Support Communications

**SDL Enhanced** - *SDL Essentials*, plus:
- 24 x 5 product support
- Monthly Service Reviews

**SDL Elite** - *SDL Essentials*, plus:
- 24 x 7 for Critical Issues (P1)
- 24 x 5 Full Product Support
- Monthly Service Reviews
- Designated Support Engineer

Further details of these support tiers are available in Appendix A. Additionally, you can also select from a variety of a la carte options available in Appendix B.

If you wish to discuss either the Support Services tiers or the a la carte options, please contact your SDL Sales Executive or SDL Customer Support. The scope of Support Services will be agreed between you and SDL in an executed Order Form.
Scope of Support Services for on premise products

When Client purchases a SDL Licensed Product, Client is entitled to access the SDL Customer Gateway and the Support Services to assist with:

(i) clarification of functions and features of the Licensed Product;
(ii) access to and clarification of the documentation; and
(iii) issue verification, analysis and reasonable resolution efforts.

Support Services are provided for environments covered by an active Support Services account under the Agreement.

SDL provides Support Services for:

(i) Any Licensed Product version designated by SDL as “Supported” according to the relevant SDL Product Release Policy;
(ii) Licensed Product covered by an active Agreement for Support Services;
(iii) Licensed Product that has been installed by SDL or an authorized SDL technology partner and has been at all times used in accordance with the Documentation, unless the Licensed Product is deemed by SDL in the relevant Agreement to be self-installable.

SDL is not obliged to provide Support Services:

(i) If the Licensed Product is altered or modified other than as approved by SDL, or any portion of the Licensed Product is incorporated with or into other software not approved by SDL;
(ii) If the Licensed Product has been subject to misuse such as changing the installation at the registry level in an unsupported way, or other misapplication of the Licensed Product;
(iii) If the Licensed Product is installed on any computer hardware/software configurations not supported by SDL; or
(iv) The Licensed Product has not used in accordance with the limitations of the Agreement and/or the applicable Order Form.

The SDL Customer Support team engages other internal operational teams, as necessary, in order to investigate and respond to issues raised by the Client. Where Licensed Product is licensed and hosted within an SDL data center as a managed service, SDL commits to service availability as defined in the relevant Service Catalog.

SDL reserves the right to withdraw Support Services where persistent and unreasonable requests are made. Such examples include inability to provide diagnostic information or participate in investigation efforts, repeated requests about previously resolved cases, or recurrent questions to which answers appear in the documentation supplied.
Engaging with SDL Support for on premise products

Contacting SDL for Support Services

The SDL Customer Gateway (http://gateway.sdl.com/) is the entry point to SDL Customer Support. The SDL Customer Gateway is available 24x7. Many resources are available to any visitor of the site:

- Documentation
- Newsletter sign up
- SDL Community
- Knowledge Base
- SDL Customer Support Service Policy (this document)
- SDL Product Release Policy
- Additional information on contacting SDL Support

Clients with a login to the SDL Customer Gateway have access to even more information and can open and update a support case. Clients with a login to the support site are the Named Support Contacts of the Client.

Named Support Contacts

Provided Client maintains an active Support Services account under the Agreement, Client is entitled to establish individual named user accounts on the SDL Support Gateway up to the contracted number (the standard is for four Named Support Contacts) to request Support Services. A Named Support Contact will receive Support Services in the region of their choice. (See also section Support Services Hours and Availability). A Named Support Contact can open support cases, maintain Named Support Contacts, and access self-service materials only available to customers with a valid Agreement. SDL will create a master account for the Client company and an individual account and logon for each Named Support Contact.

The Client may at any time replace Named Support Contacts by opening a support case or using the self-administration features available on the SDL Customer Gateway. Group email accounts may not be used in place of individual named user accounts. Additional email addresses, including group email accounts may be added to each case as needed.

The Client may at any time purchase additional Named Support Contacts by contacting your Salesperson or opening a support case.

The Client may at any time change the region a Named Support Contact is assigned to by opening a support case.

Named Support Contacts’ Responsibilities

Named Support Contact(s) carry out the following responsibilities:

- Before contacting SDL Customer Support, ensure that initial support to the Client’s user community has been provided, including
  - Responding to Client’s users with respect to inquiries concerning the performance, functionality or operation of the Licensed Product with a goal to resolving user errors;
- Responding to Client’s users with respect to problems or issues with the Licensed Product including investigating, reproducing and reporting problems and communicating/implementing a resolution;
- Open cases using the SDL Customer Gateway to report issues or request assistance;
- Be the contact for the Client with SDL for the purposes of progressing a case;
- Provide reasonable assistance to SDL during the case investigation, including capturing and documenting all relevant information requested by SDL;
- Develop and maintain a good working knowledge of the Licensed Product;
- Provide reasonable remote access to Client systems in order to assist in case resolution;
- Co-ordinate any Client resources where resolution plan activities require it; and
- Confirm resolutions within seven (7) calendar days of receipt or advise SDL when this may be possible.

The Client is responsible for making sure that its hardware, operating system(s), databases, virus protection, backup software and procedures, data recovery programs and the like are always adequate for the Licensed Product as specified in the relevant SDL documentation. SDL is not obligated to provide any Support Services concerning Client data or non-authorized third-party equipment or software.

Including the following details in any support case will allow SDL Customer Support to assist you more quickly:

- Clear description of the issue including the expected and actual results
- Description of the impact to the business as a result of the issue being encountered
- Supporting information such as screen shots or log files

When opening a case, the Named Support Contact must indicate the level of impact and urgency of the issue. This information provides an indication of the overall priority. This relationship is explained later in this document.

The measure for service level Response Time (as defined below) begins when a case is logged within the SDL Customer Gateway. Depending on the Agreement, Named Support Contacts may be provided with a phone number to contact SDL Customer Support for urgent issues.

**SDL Support Responsibilities**

SDL Customer Support will:

- Contact the Client to acknowledge receipt of the issue, begin work on the case and request additional information if needed;
- Involve additional SDL resources, as required.
- Provide regular updates to the Named Support Contact(s) via email, phone or the SDL Customer Gateway and keep a record of those updates in the SDL Customer Gateway, until the issue is resolved or a workaround has been provided;
- When appropriate a case may be transferred to SDL Professional Services or SDL Account Management and closed within the SDL Customer Gateway.
Case Handling

Response Time Targets

‘Response Time’ is the cumulative time in business hours from confirmation that a case has been raised to the initial technical response by SDL. This response may result in the resolution of the case logged or may form the basis for determining what additional actions are required to achieve resolution of the case. Clients must refer to their Agreement for the relevant response service levels.

Unless otherwise stated in your Agreement, the response service level (in business hours/days) is as follows:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Support Tier¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1 – Critical</td>
<td>Essentials / Enhanced</td>
</tr>
<tr>
<td>P2 – High</td>
<td>1 hour</td>
</tr>
<tr>
<td>P3 – Medium</td>
<td>4 hours</td>
</tr>
<tr>
<td>P4 – Low</td>
<td>1 day</td>
</tr>
<tr>
<td></td>
<td>2 days</td>
</tr>
</tbody>
</table>

Priority Definitions

The initial priority of each case is determined by the service impact to the Client’s business and the urgency selected by the Named Support Contact.

- **Service Impact** measures the effect of the issue on the Client’s business:

  | Some users / workaround in place |
  | All users / workaround in place |
  | Some users / no workaround |
  | All users / no workaround |

- **Urgency** reflects how quickly the issue needs to be resolved:

  | Low | The issue causes an inconvenience but functions are still available. |
  | Medium | Event can be postponed or is far enough away in time to allow response without loss of productivity. |
  |       | Process affected; certain functions are unavailable to users. |
  |       | Failure of a minor function of the system as described in its corresponding documentation and specifications. |
  | High | The issue causes a malfunction that inhibits action, preventing progress. |
  |       | Event scheduled to occur but enough time remains to respond without affecting event. |

¹ See Appendix A for details on the available Support Tiers.
An individual process is stopped, customer cannot work.

Critical Event underway and it cannot be stopped or changed. Immediate action needed to resolve the issue.

- **Priority** is used by SDL Customer Support to ensure responses are made within the appropriate timeframe. Priority levels are defined below:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>P1 - CRITICAL</strong></td>
<td>Issue is extensive/widespread affecting an entire critical business process or the Client is not able to conduct core business functions. There is no acceptable workaround. Potential loss of mission critical data.</td>
</tr>
<tr>
<td><strong>P2 - HIGH</strong></td>
<td>Business is interrupted, causing work to slow or stop. Problem prevents use of tool soon to be on Client’s critical path and there is no acceptable workaround.</td>
</tr>
<tr>
<td><strong>P3 - MEDIUM</strong></td>
<td>Users can continue to conduct business. Problem interferes with normal completion of work or tasks are more difficult but not impossible to complete. Problem impairs work but does not prevent use of tool, and there is an acceptable workaround.</td>
</tr>
<tr>
<td><strong>P4 - LOW</strong></td>
<td>Problem effects productivity but is a minor inconvenience; an acceptable workaround may exist.</td>
</tr>
</tbody>
</table>

The **Service Impact** and **Urgency** are combined to assign a **Priority** as follows:

<table>
<thead>
<tr>
<th>PRIORITY MATRIX</th>
<th>SERVICE IMPACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Critical</td>
<td>P1 - CRITICAL</td>
</tr>
<tr>
<td>2. High</td>
<td>P2 - HIGH</td>
</tr>
<tr>
<td>3. Medium</td>
<td>P3 - MEDIUM</td>
</tr>
<tr>
<td>4. Low</td>
<td>P3 - MEDIUM</td>
</tr>
</tbody>
</table>

**Case Priority Re-classification**

When SDL has provided a workaround to a Priority 1 or 2 case (by procedural workaround, system restart, hotfix or otherwise) it shall be reclassified as a Priority 3 until the client confirms the case may be closed.

SDL reserves the right to change the Priority of a case where Impact or Urgency appears to have been overstated.

If the Named Support Contact determines that the Priority of an existing case needs to be changed or the case escalated, the Named Support Contact may request escalation through the **Escalation Process**.
Support for Third Party Products

SDL provides Support Services for questions or issues related to third-party products purchased from SDL and used as intended. SDL does not provide Support Services arising from the use of the third-party product for non-intended purposes, in non-SDL product environments, or in any way that violates their individual license.

SDL will work with our third-party product vendors as necessary to resolve issues. This means that resolution may be longer than for issues handled exclusively by SDL.

Case Closure

SDL may close a case due to any of the following circumstances:

- The SDL Support Engineer provides a solution to resolve the case. This may be a workaround;
- A defect or enhancement request has been logged with SDL Product Development and SDL Customer Support can no longer progress the issue. In this case Client will still be able to track the status of the defect or enhancement as it is progressed by SDL Product Development;
- A hot fix has been made available to resolve the case;
- The Named Support Contact has requested the closure;
- The reported issue is determined to be out of scope of the Support Services covered in this Policy or the Agreement (for example: customization requests, sales requests or consultative services);
- The product version for which Support Services has been requested is no longer supported as defined by the SDL Product Release Policy;
- The Client no longer has an active Support Services account under the Agreement with SDL; or
- After three consecutive attempts to contact the Named Support Contact(s) across a two-week period, SDL received no response.

New issues or questions that may arise should be entered as separate support cases.

Product Issues

Any issue reproduced as a generic product issue will be reported to SDL Product Development. The analysis of a reported defect may result in a software update being required to resolve the generic product issue.

When a workaround has been provided, the case will be closed within the SDL Customer Gateway. The defect will remain open with SDL Product Development for investigation.

Where no workaround has been identified, there are two possible outcomes:

- P1 cases may remain open while the SDL Support Engineer continues to work with the Named Support Contact to find a solution/workaround.
- For lower priority product issues, the case will be closed in the SDL Customer Gateway, while the product issue remains open with SDL Product Development. This will be discussed with the Named Support Contact.
Product Enhancement Requests

Client’s suggestions for product improvements or requests to add functionality to a product are very important in SDL’s planning process.

To raise an enhancement or feature request, go to https://community.sdl.com/ideas/ and follow the instructions there.

Please be aware that whilst the request will be reviewed and evaluated for possible inclusion in a subsequent release, SDL provides no commitment to implement any submitted enhancement request and has sole discretion over inclusion of any suggested enhancements in future releases.

Support Services Hours and Availability

Standard Support Hours

SDL’s Customer Gateway is available 24x7.

SDL Customer Support staff are available during business hours, defined by region as follows:

<table>
<thead>
<tr>
<th>Region</th>
<th>Time</th>
<th>Time Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAC</td>
<td>0900 – 1730</td>
<td>Japan Standard Time</td>
</tr>
<tr>
<td>EMEA</td>
<td>0900 – 1730</td>
<td>Central European Time</td>
</tr>
<tr>
<td>NASA</td>
<td>0900 – 2030</td>
<td>Eastern US time</td>
</tr>
</tbody>
</table>

Please refer to the region assigned to your Named Support Contact(s) for your region(s) of Support Services. Hours of operation indicate normal business hours, however some SDL Customer Support centers may be closed on local public holidays.

All SDL Customer Support centers are English speaking with some additional language support available for selected products.

24 x 5 Product Support

For certain enterprise Licensed Products, 24x5 Support is included in certain Support Packages (see appendices). This can be purchased to deal with any production issues that arise and require a global approach to resolution. This service is for issues of any priority and is available during business hours Monday to Friday. The SDL Support teams will collaborate internally to pass cases, entitled to 24x5 Support, to the appropriate resource(s) to continue working toward resolution.

24 x 7 Critical Case Support Option

For certain enterprise Licensed Products, 24x7 support can be purchased to deal with any critical production issues that arise. This service is for issues that meet the definition of a Critical Priority Error as defined in the Agreement or relevant Order Form:

A “P1 - Critical Priority Error” means an issue where the Licensed Product becomes unavailable to the Client and for which no practicable workaround is available and that prevents or materially impairs the performance of substantially all major functions of the Licensed Product as described in the documentation.
accompanying the Licensed Product so that: (i) the Licensed Product is unavailable to the Client or at material risk of becoming unavailable; or (ii) Client is unable to use the Licensed Service due to continual failures or data corruption.

Instructions for use of the out-of-hours service are provided to the Named Support Contacts at the time the service is purchased.

This 24x7 service is offered to SDL Clients as an optional service, which is in addition to SDL’s standard Support Services, and will be provided to Clients at an additional cost. Contact your Salesperson for more information on availability and fees associated with this option.

See Appendix B for more details on our a la carte support offerings.
**Escalation Process**

An escalation is an activity that obtains additional resources or management visibility when these are needed to meet service targets or Client expectations.

SDL’s Escalation Process is as follows:

<table>
<thead>
<tr>
<th>Level</th>
<th>Contact</th>
<th>Escalation Procedure</th>
</tr>
</thead>
</table>
| 1     | Escalate within the Case | Within the SDL Customer Gateway open the case, click “Request Escalation” and enter the reason in the comment box.  
The SDL Customer Support Engineer and the Support Manager will be notified of the escalation request. SDL’s goal is for the SDL Customer Support Engineer or Support Manager to contact the Client within two (2) business hours to acknowledge the request. |
| 2     | supportmanagers@sdl.com | Send an email to the Support Managers email address providing the case number, reason for escalation and business need. This is seen by SDL’s Global Management team and SDL’s goal is for a manager or appointed deputy to contact the Client within two (2) business hours to discuss next steps. |
| 3     | Global Client Services Leadership Team  
gcs.leadership.team@sdl.com | If the reason for escalation remains unresolved, the Client and/or the Support Manager may escalate to the Global Client Service Leadership Team, who will work towards resolution with the appropriate resources, communicating with the Client as necessary. |
# Appendix A: Available Support Tiers for on premise products

<table>
<thead>
<tr>
<th>Offerings</th>
<th>Essentials Support</th>
<th>Enhanced Support</th>
<th>Elite Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of coverage</td>
<td>8½ x 5</td>
<td>24 x 5</td>
<td>24 x 5</td>
</tr>
</tbody>
</table>
| Service Levels (SLA) | P1: 1 hour  
P2: 4 hours  
P3: 1 Business Day  
P4: 2 Business Days | P1: 1 hour  
P2: 4 hours  
P3: 1 Business Day  
P4: 2 Business Days | P1: 30 minutes (24 x 7)  
P2: 2 hours  
P3: 1 Business Day  
P4: 2 Business Days |
| Named Support Contacts | 4 | 6 | 8 |
| Unlimited Support Cases | ✓ | ✓ | ✓ |
| 24x7 Access to SDL Customer Gateway, Knowledge Base, SDL Community, and How to Tutorials | ✓ | ✓ | ✓ |
| Product Patches and New Releases | ✓ | ✓ | ✓ |
| Support Communications | ✓ | ✓ | ✓ |
| 24x7 Priority 1 | Optional | Optional | ✓ |
| Service Reviews | Optional | Monthly | Monthly |
| Designated Support Engineer | Optional | Optional | ✓ |

---

1. A La Carte Options outlined separately in Appendix B
2. Not available for XPP, Contenta, S1000D
## Appendix B:
### A La Carte Options for on premise products

<table>
<thead>
<tr>
<th>A La Carte Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24 x 7 Priority 1</strong>[^1]</td>
<td>The 24x7 option will provide support for Critical Priority issues (P1) after business hours working with the client’s named support contacts.</td>
</tr>
<tr>
<td>Additional Named Support Contacts</td>
<td>Support for additional Named Support Contacts to work with SDL Customer Support can be purchased.</td>
</tr>
<tr>
<td>Weekend Project Assistance (Technical Support on call)</td>
<td>Provides a SDL Support Engineer to assist with technical issues during project work. They will be available remotely 9am-6pm (Saturday or Sunday) in the Client’s time zone.</td>
</tr>
<tr>
<td>Service Reviews</td>
<td>Clients can select either a quarterly or a monthly review option where a SDL Support Engineer reviews key aspects of the Support Service, including service level achievements, time to resolve cases, outstanding support cases and recent product developments (new releases and cumulative updates).</td>
</tr>
<tr>
<td>Designated Support Engineer</td>
<td>A named individual who is responsible for understanding the Client’s environment and will be responsible for managing all support cases.</td>
</tr>
</tbody>
</table>

[^1]: Not available for XPP, Contenta, S1000D
Support for SaaS & hosted products ("Services")

This section contains details of the Support Services that we offer for our SaaS and Hosted products. As of October 2017, SDL’s SaaS products covered by this policy are:

- SDL Media Manager
- SDL BeGlobal
- SDL Groupshare Cloud
- SDL Managed Translation Enterprise

SDL’s hosted products covered by this policy are:

- SDL Tridion Sites / SDL Web
- SDL Tridion Docs / SDL Knowledge Center
- SDL World Server
- SDL TMS

SaaS Support

SDL offers a single comprehensive Support Service across all of our SaaS and hosted products:

**SDL SaaS & Hosted:**

- 8½ x 5 Full product Support
- 24 x 7 for Critical Issues (P1)
- Automatic access to new releases and software updates
- Access to online tools: Support Gateway, Knowledge Base, SDL Community
- Support Communications

A summary of this support tier is available in Appendix C. Additionally, you can also select from a variety of a la carte options available in Appendix D.

If you wish to discuss the a la carte options, please contact your SDL Sales Executive or SDL Customer Support.
Scope of Support Services for SaaS & hosted products

When Client subscribes to an SDL SaaS Product or Service, or Client purchases a SDL Licensed Product or Service, Client is entitled to access the SDL Customer Gateway and the Support Services to assist with:

(i) clarification of functions and features of the SaaS Product or Service;
(ii) access to and clarification of the documentation; and
(iii) issue verification, analysis and reasonable resolution efforts.

Support Services are provided for environments covered by an active Support Services account under the Agreement.

SDL provides Support Services for:

(i) Any Licensed Product version designated by SDL as “Supported” according to the relevant SDL Product Release Policy;
(ii) Licensed Product covered by an active Agreement for Support Services;
(iii) Subscription Services and SaaS covered by an active Agreement for Support Services;
(iv) If your SaaS subscription has expired

SDL is not obliged to provide Support Services:

(i) If the Licensed Product has been subject to misuse such as changing the installation at the registry level in an unsupported way, or other misapplication of the Licensed Product;
(ii) If the Licensed Product is installed on any computer hardware/software configurations not supported by SDL; or
(iii) The Licensed Product has not used in accordance with the limitations of the Agreement and/or the applicable Order Form.
(iv) If your SaaS subscription has expired

The SDL Customer Support team engages other internal operational teams, as necessary, in order to investigate and respond to issues raised by the Client. SDL commits to service availability as defined in the relevant Service Catalog.

SDL reserves the right to withdraw Support Services where persistent and unreasonable requests are made. Such examples include inability to provide diagnostic information or participate in investigation efforts, repeated requests about previously resolved cases, or recurrent questions to which answers appear in the documentation supplied.
Engaging with SDL Support for SaaS & hosted products

Contacting SDL for Support Services

The SDL Customer Gateway (http://gateway.sdl.com/) is the entry point to SDL Customer Support. The SDL Customer Gateway is available 24x7. Many resources are available to any visitor of the site:

- Product Documentation
- Newsletter sign up
- SDL Community
- Knowledge Base
- SDL Customer Support Service Policy (this document)
- SDL Product Release Policy
- Additional information on contacting SDL Support

Clients with a login to the SDL Customer Gateway have access to even more information and can open and update a support case.

Named Support Contacts

Provided Client maintains an active Support Services account under the Agreement, Client is entitled to establish individual named user accounts on the SDL Support Gateway up to the contracted number (the standard is for four Named Support Contacts) to request Support Services. A Named Support Contact will receive Support Services in the region of their choice. (See also section Support Services Hours and Availability). A Named Support Contact can open support cases, maintain Named Support Contacts, and access self-service materials only available to customers with a valid Agreement. SDL will create a master account for the Client company and an individual account and logon for each Named Support Contact.

The Client may at any time replace Named Support Contacts by opening a support case or using the self-administration features available on the SDL Customer Gateway. Group email accounts may not be used in place of individual named user accounts. Additional email addresses, including group email accounts may be added to each case as needed.

The Client may at any time purchase additional Named Support Contacts by contacting your Salesperson or opening a support case.

The Client may at any time change the region a Named Support Contact is assigned to by opening a support case.

Named Support Contacts’ Responsibilities

Named Support Contact(s) carry out the following responsibilities:

- Before contacting SDL Customer Support, ensure that initial support to the Client’s user community has been provided, including
  - Responding to Client’s users with respect to inquiries concerning the performance, functionality or operation of the Licensed Product with a goal to resolving user errors;
  - Responding to Client’s users with respect to problems or issues with the Licensed Product including investigating, reproducing and reporting problems and communicating/implementing a resolution;
• Open cases using the SDL Customer Gateway to report issues or request assistance;
• Be the contact for the Client with SDL for the purposes of progressing a case;
• Provide reasonable assistance to SDL during the case investigation, including capturing and documenting all relevant information requested by SDL;
• Develop and maintain a good working knowledge of the Licensed Product;
• Co-ordinate any Client resources where resolution plan activities require it; and
• Confirm resolutions within seven (7) calendar days of receipt or advise SDL when this may be possible.

The Client is responsible for making sure that its hardware, operating system(s), databases, virus protection, backup software and procedures, data recovery programs and the like are always adequate for the Licensed Product as specified in the relevant SDL documentation. SDL is not obligated to provide any Support Services concerning Client data or non-authorized third-party equipment or software.

Including the following details in any support case will allow SDL Customer Support to assist you more quickly:

• Clear description of the issue including the expected and actual results
• Description of the impact to the business as a result of the issue being encountered
• Supporting information such as screen shots or log files

When opening a case, the Named Support Contact must indicate the level of impact and urgency of the issue. This information provides an indication of the overall priority. This relationship is explained later in this document.

The measure for service level Response Time (as defined below) begins when a case is logged within the SDL Customer Gateway. Depending on the Agreement, Named Support Contacts may be provided with a phone number to contact SDL Customer Support for urgent issues.

SDL Support Responsibilities

SDL Customer Support will:

• Contact the Client to acknowledge receipt of the issue, begin work on the case and request additional information if needed;
• Involve additional SDL resources, as required.
• Provide regular updates to the Named Support Contact(s) via email, phone or the SDL Customer Gateway and keep a record of those updates in the SDL Customer Gateway, until the issue is resolved or a workaround has been provided;
• When appropriate a case may be transferred to SDL Professional Services or SDL Account Management and closed within the SDL Customer Gateway.
Case Handling

Response Time Targets

‘Response Time’ is the cumulative time in business hours from confirmation that a case has been raised to the initial technical response by SDL. This response may result in the resolution of the case logged or may form the basis for determining what additional actions are required to achieve resolution of the case. Clients must refer to their Agreement for the relevant response service levels.

Unless otherwise stated in your Agreement, the response service level (in business hours/days) for our SaaS products is as follows:

<table>
<thead>
<tr>
<th>Case Priority</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1 – Critical</td>
<td>30 minutes</td>
</tr>
<tr>
<td>P2 – High</td>
<td>2 hours</td>
</tr>
<tr>
<td>P3 – Medium</td>
<td>1 day</td>
</tr>
<tr>
<td>P4 – Low</td>
<td>2 days</td>
</tr>
</tbody>
</table>

Priority Definitions

The initial priority of each case is determined by the service impact to the Client’s business and the urgency selected by the Customer Contact.

- **Service Impact** measures the effect of the issue on the Client’s business:

<table>
<thead>
<tr>
<th>Some users / workaround in place</th>
<th>All users / workaround in place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some users / no workaround</td>
<td>All users / no workaround</td>
</tr>
</tbody>
</table>

- **Urgency** reflects how quickly the issue needs to be resolved:

<table>
<thead>
<tr>
<th>Low</th>
<th>Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>The issue causes an inconvenience but functions are still available.</td>
<td>Event can be postponed or is far enough away in time to allow response without loss of productivity. Process affected; certain functions are unavailable to users. Failure of a minor function of the system as described in its corresponding documentation and specifications.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>High</th>
<th>Critical</th>
</tr>
</thead>
<tbody>
<tr>
<td>The issue causes a malfunction that inhibits action, preventing progress. Event scheduled to occur but enough time remains to respond without affecting event. An individual process is stopped, customer cannot work.</td>
<td>Event underway and it cannot be stopped or changed. Immediate action needed to resolve the issue.</td>
</tr>
</tbody>
</table>
- **Priority** is used by SDL Customer Support to ensure responses are made within the appropriate timeframe. Priority levels are defined below:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1 - CRITICAL</td>
<td>Issue is extensive/widespread affecting an entire critical business process or the Client is not able to conduct core business functions. There is no acceptable workaround. Potential loss of mission critical data.</td>
</tr>
<tr>
<td>P2 - HIGH</td>
<td>Business is interrupted, causing work to slow or stop. Problem prevents use of tool soon to be on Client’s critical path and there is no acceptable workaround.</td>
</tr>
<tr>
<td>P3 - MEDIUM</td>
<td>Users can continue to conduct business. Problem interferes with normal completion of work or tasks are more difficult but not impossible to complete. Problem impairs work but does not prevent use of tool, and there is an acceptable workaround.</td>
</tr>
<tr>
<td>P4 - LOW</td>
<td>Problem effects productivity but is a minor inconvenience; an acceptable workaround may exist.</td>
</tr>
</tbody>
</table>

The **Service Impact** and **Urgency** are combined to assign a **Priority** as follows:

<table>
<thead>
<tr>
<th>Priority Matrix</th>
<th>Service Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All Users No Workaround</td>
<td>P1 - CRITICAL</td>
</tr>
<tr>
<td>2. Some Users No workaround</td>
<td>P1 - CRITICAL</td>
</tr>
<tr>
<td>3. All Users Workaround In Place</td>
<td>P2 - HIGH</td>
</tr>
<tr>
<td>4. Some Users Workaround In Place</td>
<td>P2 - HIGH</td>
</tr>
</tbody>
</table>

**Case Priority Re-classification**

When SDL has provided a workaround to a Priority 1 or 2 case (by procedural workaround, system restart, hotfix or otherwise) it shall be reclassified as a Priority 3 until the client confirms the case may be closed.

SDL reserves the right to change the Priority of a case where Impact or Urgency appears to have been overstated.

If the Customer Contact determines that the Priority of an existing case needs to be changed or the case escalated, the Customer Contact may request escalation through the Escalation Process.

**Support for Third Party Products**

SDL provides Support Services for questions or issues related to third-party products purchased from SDL and used as intended. SDL does not provide Support Services arising from the use of the third-
party products for non-intended purposes, in non-SDL product environments, or in any way that violates their individual license.

SDL will work with our third-party product vendors as necessary to resolve issues. This means that resolution may be longer than for issues handled exclusively by SDL.

Case Closure

SDL may close a case due to any of one of the following circumstances:

- The SDL Support Engineer provides a solution to resolve the case. This may be a workaround;
- A defect or enhancement request has been logged with SDL Product Development and SDL Customer Support can no longer progress the issue;
- A hot fix has been made available to resolve the case;
- The Customer Contact has requested the closure;
- The reported issue is determined to be out of scope of the Support Services covered in this Policy or the Agreement (for example: customization requests, sales requests or consultative services);
- The product version for which Support Services has been requested is no longer supported as defined by the SDL Product Release Policy;
- The Client no longer has an active Support Services account under the Agreement with SDL; or
- After three consecutive attempts to contact the Customer Contact(s) across a two-week period, SDL received no response.

New issues or questions that may arise should be entered as separate support cases.

Product Issues

Any issue reproduced as a generic product issue will be reported to SDL Product Development. The analysis of a reported defect may result in a software update being required to resolve the generic product issue.

When a workaround has been provided, the case will be closed within the SDL Customer Gateway. The defect will remain open with SDL Product Development for investigation.

Where no workaround has been identified, there are two possible outcomes:

- P1 cases may remain open while the SDL Support Engineer continues to work with the Customer Contact to find a solution/workaround.
- For lower priority product issues, the case will be closed in the SDL Customer Gateway, while the product issue remains open with SDL Product Development. This will be discussed with the Customer Contact.

Product Enhancement Requests

Client’s suggestions for product improvements or requests to add functionality to a product are very important in SDL’s planning process.

To raise an enhancement or feature request, go to https://community.sdl.com/ideas/ and follow the instructions there.
Please be aware that whilst the request will be reviewed and evaluated for possible inclusion in a subsequent release, SDL provides no commitment to implement any submitted enhancement request and has sole discretion over inclusion of any suggested enhancements in future releases.

Support Services Hours and Availability

Standard Support Hours

SDL’s Customer Gateway is available 24x7.

SDL Customer Support staff are available during business hours, defined by region as follows:

<table>
<thead>
<tr>
<th>Region</th>
<th>Time</th>
<th>Time Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAC</td>
<td>0900 – 1730</td>
<td>Japan Standard Time</td>
</tr>
<tr>
<td>EMEA</td>
<td>0900 – 1730</td>
<td>Central European Time</td>
</tr>
<tr>
<td>NASA</td>
<td>0900 – 2030</td>
<td>Eastern US time</td>
</tr>
</tbody>
</table>

Please refer to the region assigned to your Named Support Contact(s) for your region(s) of Support Services. Hours of operation indicate normal business hours, however some SDL Customer Support centers may be closed on local public holidays.

All SDL Customer Support centers are English speaking with some additional language support available for selected products.

24 x 7 Critical Case Support

24 x 7 support is standard for our SaaS products to deal with any critical production issues that arise. This service is for issues that meet the definition of a Critical Priority Error as defined in the Agreement or relevant Order Form:

A "P1 - Critical Priority Error" means an issue where the Licensed Product becomes unavailable to the Client and for which no practicable workaround is available and that prevents or materially impairs the performance of substantially all major functions of the Licensed Product as described in the documentation accompanying the Licensed Product so that: (i) the Licensed Product is unavailable to the Client or at material risk of becoming unavailable; or (ii) Client is unable to use the Licensed Service due to continual failures or data corruption.

Instructions for use of the out-of-hours service are provided to the Customer Contacts.
Major Incident Notification

In the event of a major issue that impacts multiple clients on SaaS or hosted services:

- causing the application to be unavailable for more than 30 minutes, or
- significantly degrading the application for more than 2 hours, or
- critical components are unavailable / degraded

SDL Customer Communications will be sent out within 1 hour of SDL becoming aware of the issue and regular updates will be provided, as required. SDL Customer Communications will be sent to all Customer Contacts of the impacted Clients.

A major incident report explaining the root cause, remedial steps taken and any measures to prevent future recurrences can be requested. SDL will endeavor to provide the report within 5 working days of the request. In some situations, SDL may have to issue an interim report while further investigation work is performed.

For situations where only a single Client is impacted, all communication will be handled via a case within the SDL Customer Gateway.
**Escalation Process**

An escalation is an activity that obtains additional resources or management visibility when these are needed to meet service targets or Client expectations.

SDL’s Escalation Process is as follows:

<table>
<thead>
<tr>
<th>Level</th>
<th>Contact</th>
<th>Escalation Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Escalate within the Case</td>
<td>Within the SDL Customer Gateway open the case, click “Request Escalation” and enter the reason in the comment box. The SDL Customer Support Engineer and the Support Manager will be notified of the escalation request. SDL’s goal is for the SDL Customer Support Engineer or Support Manager to contact the Client within two (2) business hours to acknowledge the request.</td>
</tr>
<tr>
<td>2</td>
<td><a href="mailto:supportmanagers@sdl.com">supportmanagers@sdl.com</a></td>
<td>Send an email to the Support Managers email address providing the case number, reason for escalation and business need. This is seen by SDL’s Global Management team and SDL’s goal is for a manager or appointed deputy to contact the Client within two (2) business hours to discuss next steps.</td>
</tr>
<tr>
<td>3</td>
<td>Global Client Services Leadership Team</td>
<td>If the reason for escalation remains unresolved, the Client and/or the Support Manager may escalate to the Global Client Service Leadership Team, who will work towards resolution with the appropriate resources, communicating with the Client as necessary.</td>
</tr>
</tbody>
</table>
## Appendix C:
Support tier for SaaS & hosted products

<table>
<thead>
<tr>
<th>Offerings</th>
<th>SaaS &amp; Hosted</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours (Coverage)</strong></td>
<td>8½ x 5</td>
</tr>
<tr>
<td><strong>Service Levels (SLA)</strong></td>
<td><strong>P1</strong>: 30 minutes (24 x 7) <strong>P2</strong>: 2 hours <strong>P3</strong>: 1 Business Day <strong>P4</strong>: 2 Business Days</td>
</tr>
<tr>
<td><strong>Named Support Contacts</strong></td>
<td>4</td>
</tr>
<tr>
<td><strong>Unlimited Support Cases</strong></td>
<td>✔</td>
</tr>
<tr>
<td><strong>24x7 Access to SDL Customer Gateway, Knowledge Base, SDL Community, and How to Tutorials</strong></td>
<td>✔</td>
</tr>
<tr>
<td><strong>Product Patches and New Releases</strong></td>
<td>✔</td>
</tr>
<tr>
<td><strong>Support Communications</strong></td>
<td>✔</td>
</tr>
<tr>
<td><strong>24x7 Priority 1</strong></td>
<td>✔</td>
</tr>
<tr>
<td><strong>Service Reviews</strong></td>
<td>Optional</td>
</tr>
<tr>
<td><strong>Weekend Project Assistance</strong></td>
<td>Optional</td>
</tr>
</tbody>
</table>

---

1 A La Carte Options outlined separately in Appendix D

2 Not available for XPP, Contenta, S1000D
Appendix D:
A La Carte Options for SaaS & hosted products

If Client wishes to discuss the following a la carte options, the Client must contact their SDL Sales Executive or SDL Customer Support.

<table>
<thead>
<tr>
<th>A La Carte Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Named Support Contacts</td>
<td>Support for additional Named Support Contacts to work with SDL Customer Support can be purchased.</td>
</tr>
<tr>
<td>Weekend Project Assistance</td>
<td>Provides a SDL Support Engineer to assist with technical issues during project work. They will be available remotely 9am-6pm (Saturday or Sunday) in the Client’s time zone.</td>
</tr>
<tr>
<td>Service Reviews</td>
<td>Clients can select either a quarterly or a monthly review option where a SDL Support Engineer reviews key aspects of the Support Service, including service level achievements, time to resolve cases, outstanding support cases and recent product developments (new releases and cumulative updates).</td>
</tr>
<tr>
<td>Designated Support Engineer</td>
<td>A named individual who is responsible for understanding the Client’s environment and will be responsible for managing all support cases.</td>
</tr>
</tbody>
</table>
SDL (LSE: SDL) is the global innovator in language translation technology, services and content management. For more than 20 years, SDL has transformed business results by enabling nuanced digital experiences with customers across the globe so they can create personalized connections anywhere and on any device. Are you in the know? Find out more at SDL.com.