

Service Levels for TPF Software Products

Severity	Description	TPF Software Policy
Severity 1	One or more TPF Software products are unavailable, and this is having a significant impact on ALL users' day-to-day operation of the product.	<ul style="list-style-type: none"> – Accept phone calls & emails – Assign very high priority to the problem – Assign TPF Software resources to work with the customer to resolve the problem as soon as possible
Severity 2	A major feature of a TPF Software product is non-functional—potentially affecting a large subset of users—but not, however, substantially impacting the day-to-day operations of the customer.	<ul style="list-style-type: none"> – Accept phone calls & emails – Assign high importance based on the number of users affected – Assign TPF Software resources to work with the customer
Severity 3	A feature of a TPF Software product is not functioning, affecting only a small subset of users.	<ul style="list-style-type: none"> – Accept emails – Open a knowledgebase (Resolution/KB) ticket – Assign TPF Software resources to work on the problem ticket
Others	Other minor issues. Use TPF Software Resolution/KB to report the problem.	<ul style="list-style-type: none"> – Problem tickets acceptable only through Resolution/KB – Assign TPF Software resources to work on the problem ticket

TPF Software representatives are available in different time zones and are reachable by phone or email and work towards fulfilling the SLAs. Those who need to contact TPF Software's Product Support by phone or email can obtain the relevant phone numbers or email address from their Product Administrator.

TPF Software provides the knowledgebase (Resolution/KB) facility for customers to raise, track and close issues they have with TPF Software products. This is a web-based knowledgebase and is available for customers at www.tpfsoftware.com.

The response and turnaround times assume that the customer provides critical details that TPF Software requires to reproduce the error situations. This may require network traces, dumps, logs and other debug information.

TPF Software will use its best efforts to get the problem resolved in a quick and timely manner. The customer will be updated on the progress at regular intervals.