Support & Maintenance Terms

Email/Chat Support: Available through the Spark content management system or by emailing help@saffire.com

24/7 Support Portal: Knowledge Base articles and Video Lessons provide instructions on every component of Spark; Forums provide space for the sharing of ideas and tips with fellow Spark users. http://support.saffire.com

Phone Support: 8am to 6 pm CST (Monday – Friday) (excluding company holidays)

Support Phone: (512) 430-1123

- **Case Logging**
    - Telephone Support
    - Email Support

- **Software service maintenance, which includes maintenance releases, enhancements, new versions, additions and modifications to the software,** provided to all customers under support for no additional fee.

- **Bug fixes** to bring the service into substantial conformance with its then current user guide.

- **Response time** of 4 business hours (but we try really hard to respond within 10 mins).

- **Resolution Process for Errors**
    1. Trouble ticket opened
    2. Assign engineer to determine and correct the error
    3. Periodic reports on the status of the correction
    4. Initiate work to correct the error
    5. Correction is released to production
    6. Trouble ticket is closed

- **Scheduled Outages** are usually scheduled during the hours of 12:00am and 4:00am CST and customers are usually notified via email of any scheduled outages.

SEVERITY	DEFINITION	RESPONSE GOAL	DETAILS
Severity 1	Service **substantially fails** to perform	**1 hour**	- **Trouble Ticket opened** - **Assign engineer** to determine and correct the error - **Periodic reports** on the status of the correction - **Initiate work** to correct the error
Severity 2	**Substantial degradation in performance** of the Service	**4 hours**	- **Trouble Ticket opened** - **Assign engineer** to determine and correct the error - **Periodic reports** on the status of the correction - **Initiate** work to correct the error
Severity 3	**Minimal to no impact** on the availability or performance of the Service	**3 days**	- Commercially reasonable efforts to **include in next major release**