



PRACTICAL PROGRAMS

Practical Programs, Inc. (PPI)

Service & Support Policy

The mission of the Practical Programs Software Support Team is to deliver complete, personalized service and assistance to all our service contract customers. PPI provides Service & Support from our US headquarters in Houston, Texas. Additionally, we partner with the Australian office of Practical Programs to provide even broader support capabilities.

Software support delivery is provided via email, the telephone or an on-site option if required. Standard Support hours are 08:00 through 17:00 US Central Time zone, although analysts are available around the clock for Severity 1 (System down) situations as well as prescheduled assistance.

How To Reach Practical Programs

PPI support personnel may be reached by various methods:

- Telephone 281-999-3105 and ask for support
- Send email to support@practicalprograms.net
- Report problems via our website using this [Support Request Form](#)
- **NOTE:** In an after hours emergency situation, call PPI at 281-999-3105 and follow the voicemail prompts to reach a technical support analyst
- Dumps, logs & other supporting information may be requested in some situations and can be provided by compressing those files and emailing them to support@practicalprograms.net

Required Information

When reporting a problem no matter which method is used the following information must be supplied:

1. Customer name and office location
2. Customer contact name, phone number and email address
3. PPI – Dv TDM host operating system types and Dv TDM version
4. Problem description and issue severity level

Once a problem is reported to PPI, it is entered into a problem tracking database and assigned a Ticket ID. Customers may get the current status of their problem by simply contacting us and requesting the status of the assigned Ticket ID.

Severity Levels

When problems are reported to PPI, they are assigned a severity level based on the following criteria:

<u>Severity 1</u> System down	The customer's system is inoperative, and resources are provided 24 hours per day to work on the issue. e.g., Dv TDM crashes the host operating system when starting.
<u>Severity 2</u> System highly impacted	While the system is not completely down, there is a major impact to the customer's operation. e.g., Dv TDM must be restarted numerous times and core functionality is not operating as expected.
<u>Severity 3</u> System impacted	There is a minor impact to the customer's operation. e.g., Dv TDM is outputting high severity error messages, or slow performance.
<u>Severity 4</u> Minor	The system is operational, but there are infrequent errors. e.g., Dv TDM issues an error message once a day or standard functional operations are failing.
<u>Severity 5</u> Documentation	Used for reporting deficiencies in documentation and feature requests.

Escalation Schedule

The following table illustrates the escalation process for problems reported to PPI:

Severity	Elapsed Time	Problem Escalated to:
1	8 hrs	Director of Customer Services
	24 hrs	President and General Manager
2	3 days	Director of Customer Services
	7 days	President and General Manager
3	10 days	Director of Customer Services
	14 days	President and General Manager
4	45 days	Director of Customer Services
	60 days	President and General Manager

New Operating System Releases

PPI will provide support for MS Windows Operating Systems within 180 days after PPI has access to the new Operating System release.

Back Level Version Support

Once PPI has released a version of Dv TDM, or its associated applications, the previous version of Dv TDM will be supported for 180 days.

Support for previous versions is available at the discretion of PPI. Support, if available, would be furnished on a best effort basis and may incur a time and materials charge.

Service & Support Pricing

Current pricing for Service & Support is as follows:

- Remote Telephone Support - \$125/hour, billed by actual hours.
- On-Site Support - \$250/hour, 8 hour minimum, plus reasonable and actual expenses incurred (unless quoted otherwise).

PPI Support Center

PPI's Support Center is comprised of a team of seasoned technical specialists who work to ensure that all customer issues are resolved quickly and efficiently. When a subscriber opens a support incident, our team will work with you until they have resolved the problem. Our support team possesses a cross-section of application and technology expertise, which includes system administrators, network engineers, internet specialists and customer support specialist. Additionally, we collaborate with support personnel from vendors whose products we have integrated with Dv TDM. We have developed strategic partnerships with these companies to enable our support team to get resolutions to problems on behalf of our clients. This coordinated delivery of support enables us to provide the most advanced levels of support possible.

Experienced, knowledgeable and friendly, our staff has assisted diverse industries with their document management implementations and installations. Whether it's importing data, performing system setup and configuration, answering technical or administrative questions, or simply common questions, PPI partners with each client every step of the way.

Our commitment is to make you successful. This will allow you to focus your time on what really matters to your business and your customers, and, at the same time, help you to keep internal staffing costs under control. This philosophy has helped us to continue to grow towards becoming one of the leading document management solutions providers in the industry. We view our support relationship with you as a long-term partnership.