

## Customer Support Policies & Procedures

Absolute ID recognizes the value and importance of support for any product and/or service, and aims to make each Support Channel as available as operationally possible/feasible. If at any time it becomes necessary to temporarily reduce hours of availability, or if service upon a particular Support Channel requires a period of offline maintenance activities, Absolute ID will post a notice on its website, and any Support Channel Access Point to inform End Users of the status and expected length of any such temporarily reduced or offline periods of Support Channel access.

### *Service Level Agreements (SLA's)*

Absolute ID is committed to provide the best possible support for all our customers. Service Level Agreements (SLA's) establish the guidelines for the level of support our customers require and can depend on from Absolute ID and our support partners. There are four SLA levels so that our customers can choose which level of support is best suited to your business needs.

Program Details	Platinum Plan	Gold Plan	Silver Plan	Bronze Plan
Contract Period	One Year	One Year	One Year	One Year
Number of Incidents	Unlimited	Unlimited	Unlimited	Unlimited
Target Response/Reply Time <sup>1</sup>	8 Hours	8 Hours	24 Hours	48 – 72 Hours
<u>Support Channels Provided</u>				
<b>A - Online Knowledge Base Support</b>	Yes	Yes	Yes	Yes
Availability <sup>2</sup>	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
<b>B - Online Support Ticket System</b>	Yes	Yes	Yes	Yes
Availability <sup>2</sup>	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
<b>C - Webconference Room Support</b>	Yes	Yes	Yes	Yes
Availability <sup>2</sup>	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
<b>D - Phone Support (Call Center)</b>	Yes	Yes	Yes	NA
Availability <sup>2</sup>	24 x 7 x 365	24 x 5	8 x 5	NA
<b>E - Onsite Support</b>	Yes	NA	NA	NA
Availability <sup>2</sup>	8 x 5	NA	NA	NA
NA = Not Applicable/Not Available				

### *Support Issues - Escalation Procedure*

Absolute ID has established – with all of its partners – a formal escalation policy whereby the partners contractually agree to support our mutual customers with the resources necessary to solve any problem which might arise. The support level to the customer is dictated by the SLA level each customer has chosen.

When contacting support, please ensure that you have all relevant and necessary information at hand such as: Customer ID#, hardware specifications, operating system and software version numbers, type of Internet connection, as well as a description of the issue or problem you are dealing with, or a summary of the information or documents you may require or will be requesting. Also, please ensure that a contact will

## Customer Support Policies & Procedures

be readily available to work with an Absolute ID Support Team member to help resolve your issue.

On the initial contact, Absolute ID's staff will make key determinations to facilitate an expedited solution to your issue. The staff will ascertain a Priority Level to assign to the issue and will make a determination as to whether partners must be included to solve the issue.

If it is determined by Absolute ID's staff that a partner must be included as part of the resolution, the company will contact the appropriate partner and work closely with the partner to resolve the issue in a timely manner. At all times during any issue resolution, Absolute ID's staff resources remain involved and continue to be the primary point of contact for the customer unless the parties agree otherwise.

### *Support Issues - Priority Levels*

Please refer to the guidelines below to help you in determining the appropriate Priority Level that you believe best reflects the issue you are experiencing. When you contact Absolute ID Support, we will ask you for your feedback on the Priority Level as part of our assignment process.

- **Priority 1 (Critical)** — **the problem results in extremely serious interruptions to a production system.** It has affected, or could affect, the entire user community. Tasks that should be executed immediately cannot be executed because of a complete crash of the system or interruptions in main functions of the production system. Data integrity is compromised and the service request requires immediate processing as the issue can result in financial losses. In a desktop application, whether part of, or independent of a solution, the issue is at risk of creating imminent financial losses due to missing critical project deadlines or deliverables. The customer shall contact Absolute ID Support for all critical Priority 1 issues.
- **Priority 2 (Urgent)** — **the problem results in serious interruptions to normal operations, will negatively impact an enterprise-wide installation, urgent deadlines or at risk.** In a production system, important tasks cannot be performed, but the error does not impair essential operations. Processing can still continue in a restricted manner, and data integrity may be at risk. In a pre-production environment, the problem hinders deployment of an enterprise installation. In a desktop application, meeting urgent project deadlines that have a financial impact are at risk. The service request requires timely processing, because the malfunction could cause serious interruptions to critical processes or negatively impact business.
- **Priority 3 (Important)** — **the problem causes interruptions in normal operations.** It does not prevent operation of a production system, or there could be minor degradation in performance. The error is attributed to malfunctioning or incorrect behavior of the software. The issue will affect a pilot or proof-of-concept deadline in a development environment. In a desktop application, meeting important project deadlines may be at risk.
- **Priority 4 (Minor)** — **the problem results in minimal or no interruptions to normal operations** (no business impact). The issue consists of "how to" questions including issues related to APIs and integration, installation and configuration inquiries, enhancement requests, or documentation questions.

Once the appropriate Priority Level has been determined, Customer Support is divided into five specific escalation levels so that issues can be directed to and often resolved with a single communication. All incoming calls are classified into the appropriate Priority Level and the appropriate benchmark time is assigned. If a call is not resolved within the benchmark time, it is immediately escalated to the next Tier until it is properly resolved.

1. Help Desk – Tier-1 issues are addressed at the Absolute ID's help desk. Support is provided through all Support Channels.
2. Hardware Support – Tier-2 issues related to any hardware are addressed by Absolute ID's hardware support team.

## Customer Support Policies & Procedures

3. Software Support – Tier-2 issues related to any software are addressed by Absolute ID’s software support team.
4. Network Support – Tier-2 issues related to the network are addressed by Absolute ID’s network support team.
5. Application Support – Tier-2 issues related to hosted applications are addressed by Absolute ID’s applications support team.
6. All Tier-3 issues are promptly escalated onto the appropriate resolution track for immediate attention and resolution. Within the Tier-3 track, Absolute ID will utilize its partners to help resolve issues. This is part of the formal escalation policy which includes partner companies.

When accessing Support through a Call Center or Webconference Room, Support Staff will attempt to answer and handle support issues right away. If an issue is unable to be resolved during that session, it will be entered into the Support Ticket System so that further research or troubleshooting may be performed in order to resolve a particular issue. An issue may be moved up a level for further support, or it may be put on hold while third party product/service technicians are consulted in order to determine and provide an appropriate answer or solution to an issue.

Issues that are entered into the Support Ticket System queue are dealt with on a first come/first served basis, relevant to the level of Support Plan of the End User.

### ***Call Tracking***

All incoming issues are tracked throughout its resolution path and are analyzed daily by the service manger. In addition to the daily analysis, weekly and monthly analyses of calls are done and benchmarks and resolution policies are reviewed and updated if necessary.

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**1 - Target Response/Reply Time** refers to the amount of time within which Absolute ID aims to respond to issues/questions/requests as submitted by End Users.

**2 - Availability** refers to the ability of Clients and End Users to access a specified Absolute ID Support Channel, and the time periods that each Channel is open or accessible. **Regular Business Hours** (for Call Center, Webconference Room, or Onsite Support) Monday to Friday: 9 am – 5 pm (in chart above: 8 x 5 = 8 hours a day 5 days per week relevant to standard regional business hours within North America; and excluding national holidays).

*Note: Mission-critical support is provided by telephone 24 hours a day, 7 days a week, 365 days a year for Platinum Plan members and Priority Issues.*

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