

## Technical Support Policy

**Hours Available:** Monday to Friday from 8 am to 6 pm (Eastern United States time).

**Ticketing System:** During the support hours, Customer can open error tickets and have general support questions answered by WorkRails' customer success personnel.

**Emails:** Customer should send all support inquiries to support@workrails.com, which is monitored during the support hours. Customer must include: company name, contact, return phone numbers and a detailed issue description (include screenshots if possible).

### Response Times (During Support Hours).

Error Class	Description	Target Response Time	Process
Level 1	Service or API failure, data corruption, or major functionality errors in which the Service is rendered inoperable, disabled and inaccessible without any work-around.	4 hours updates every 30 minutes	<p>(1) Evaluation and determination of a proposed solution.</p> <p>(2) Begin providing the solution and reach resolution of the error <i>(unless the resolution is simply a server restart, which will occur within the first 4 hours)</i></p> <p>Solution will provide either:</p> <ul style="list-style-type: none"> <li>(i) the correction of the error or,</li> <li>(ii) a workaround.</li> </ul> <p>In exceptional cases, an action plan may be submitted for the fastest proposed resolution of the problem (timing and scope subject to the reasonable acceptance of Customer).</p>

Level 2	Service operation is not functionally correct with respect to specifications but the Service allows the user to complete job functions or a work-around is available	end of the next business day	<ul style="list-style-type: none"> <li>(1) Configuration issues: within 20 business days (subject to Customer prioritization)</li> <li>(2) Bugs and Product issues: resolved in the next formal release, or, if possible, a hotfix.</li> </ul>
Level 3	All other issues. For example, where the Service aesthetics or cosmetics are inconsistent or incorrect but do not prevent Customer utilization of the Service, a problem has occurred but has not re-occurred, or an infrequently-used utility gives misleading results.	end of the next business day	<ul style="list-style-type: none"> <li>(1) Configuration issues: within 20 business days (subject to Customer prioritization)</li> <li>(2) Bugs and Product issues: resolved in a subsequent release</li> </ul>

More Information is located at: <https://developer.workrails.com/docs/help-support>

**Exclusions:** Public US Holidays.