



## SERVICE LEVEL AGREEMENTS SUMMARY (SLAs) FOR CYBELE SOFTWARE PRODUCTS

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During the contract, we will provide support for the service(s) the customer has purchased. We provide customers with phone, email, and online chat support, as noted below ('Business Hours' - Monday to Friday 9 a.m. to 5 p.m. eastern time).

A support representative will determine the severity level based on the description provided by the customer contacts according to the table below. Customer contacts will ensure that each support case submitted will designate the initial severity level of the error in accordance with the definitions in the table, identify the services that experienced the error, and provide contact information for the customer contact most familiar with the issue.

### Severities categories:

#### Severity 1

A critical problem in which the service is down, inoperable, inaccessible, or unavailable; otherwise materially cease operation; or perform, or fail to perform, so as to prevent useful work from being done.

#### Severity 3

A minor problem that is an irritant, affects non-essential functions, or has minimal business operations impact; is localized or has isolated impact; is an operational nuisance, results in documentation errors, or is otherwise not Severity 1 or Severity 2.

#### Severity 2

A problem in which the service is severely limited or major functions are performing improperly, and the situation is significantly impacting certain portions of users' operations or productivity.

#### Severity 4

A cosmetic problem that affects non-essential functions, or has minimal business operations impact; is localized or has isolated impact; is an operational nuisance, or is otherwise not Severity 1, Severity 2 or Severity 3, but represents an inconvenient behavior.



SLA name	Administrative	Business Operational	Business Critical	Mission Critical - Enterprise
Number of Technical meetings per month	2	Up to 5	Unlimited: based on tech support availability *	Unlimited: weekly or daily call if needed
Technical Owner Assigned	No	Yes	Yes	Yes
Account Manager	No	Yes	Yes	Yes
Customer Success	No	1hs	3hs	As needed
Billing based on usage reports	-	-	-	X
Acknowledgment of receipt of an error report				
- Severity 1	24hs	12hs	3hs - Can be reported by phone	Inmediate - Direct teams chat, hotline
- Severity 2	48hs	24hs	6hs	4hs
- Severity 3	48hs	24hs	12hs	8hs
- Severity 4	72hs	72hs	24hs	24hs
Reestablish system to be operational				
- Severity 1	N/A	12hs	6hs	4hs
- Severity 2	N/A	12hs	6hs	6hs
- Severity 3	N/A	24hs	12hs	12hs
- Severity 4	N/A	N/A	N/A	N/A
Provide a patch, or workaround, to implement a temporary fix				
- Severity 1	N/A	10 days - next version release	5 days - next version release	3 days - next version release
- Severity 2	N/A	15 days - next version release	9 days - next version release	Based on Customer Deadline
- Severity 3	N/A	30 days	15 days	Based on Customer Deadline
- Severity 4	N/A	As appropriate	As appropriate	Based on Customer Deadline
Official object code fix, update or major release and/or updated manuals				
- Severity 1	As appropriate	As appropriate	As appropriate	Based on Customer Deadline
- Severity 2	As appropriate	As appropriate	As appropriate	Based on Customer Deadline
- Severity 3	As appropriate	As appropriate	As appropriate	Based on Customer Deadline
- Severity 4	As appropriate	As pppropriatea	As appropriate	Based on Customer Deadline

\* When open ticket if needed (half hour).

**CALL US**

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