



Customer Support Policy

Introduction

Customer Support is a fundamental value at Inline Data Systems, and we are dedicated to providing exceptional support to ensure our customers' success. Inline Data Systems Customer Support team is responsible for providing support for the following products:

- Inline CRM
- Inline Admin

Contacting Customer Support

There are multiple ways to reach our Customer Support team:

- Search our knowledge base for self-help articles and solutions (coming soon).
- Email our support team at support@inlinedatasystems.com.
- Call our dedicated support line (618) 208-4058

Support Features

Inline Data Systems offers standard support which includes the following features.

Standard Support Details:

- Support Hours:
 - Access to Technical Support during business hours (excluding company holidays).
 - Business hours are 8:00AM – 5:00PM Monday to Friday (Central Standard Time)
- Support Channels:
 - Search our knowledge base for self-help articles and solutions (coming soon).
 - Email our support team at support@inlinedatasystems.com.
 - Call our dedicated support line (618) 208-4058
- Access to Knowledgebase: (coming soon)
 - Search online articles for best practices and known issues.
 - Utilize the Customer Support Portal to track cases.

Support SLA

The following table outlines the response and update times for support issues based on their priority

Severity Level	First Response	Subsequent Updates
High	4 Business Hours	4 Business Hours
Medium	1 Business Day (9 Business Hours)	1 Business Day (9 Business Hours)
Low	2 Business Day (18 Business Hours)	2 Business Day (18 Business Hours)

Priority Definitions:

Support issues are categorized and prioritized according to the levels below. Technical support requests within a priority level are generally processed based on a first-come, first-served basis. Inline Data Systems may recategorize a support incident categorized by the customer. Please remember that the descriptions below are guidelines and do not cover every possible condition or technical situation.



Priority Level	Definition	Examples
High	Real data loss/corruption in a Production environment with no workaround, complete service failure, severe degradation in service.	<ul style="list-style-type: none"> The customer needs help in restoring data into the production environment due to real data loss/corruption incident. Customer cannot access a critical business Inline Data Systems application. Data integrity issues Security issues
Medium	Minor service impacts or non-critical bug	<ul style="list-style-type: none"> Missed Remittance
Low	Minor service impact or feature enhancement request. Customers can access almost all business resources.	How-to question or feature enhancement request

Reproducing Errors:

Inline Data Systems may need to reproduce errors to resolve them. We request that customers cooperate and work closely with our support team, including conducting diagnostic or troubleshooting activities as reasonably requested. Reproducible errors that cannot be promptly resolved will be escalated to higher support tiers for further investigation and analysis.

Access to Customer Data:

If required to address the Customer’s issue, Inline Data Systems may access the data the Customer stores in the Inline Data Systems Services, as follows. Inline Data Systems may ask the Customer to send Inline Data Systems screenshots or share screens with Inline Data Systems via videoconference/remote session, to help Inline Data Systems understand and diagnose the issue. If the issue requires further escalation within Inline Data Systems support or engineering teams, specifically authorized Inline Data Systems personnel may access the Customer’s data through Inline Data Systems production system in accordance with Inline Data Systems security, privacy and confidentiality policies and procedures for the exclusive purposes of handling Customer’s support case. For the avoidance of doubt, in all such cases, access to the Customer’s data would be for the sole purpose of addressing the Customer’s support issue and would be subject to Inline Data Systems security, privacy and confidentiality safeguards referenced in the Subscription Services Agreement between Inline Data Systems and Customer.

Excluded Items:

Customer Support does not include assistance with the following:

- Development of customizations.
- Non-Inline Data Systems products, services, or technologies.
- Installation or configuration of hardware, including computers, hard drives, and networks.
- Troubleshooting issues with in-house developed apps.
- Troubleshooting issues with integrations built for the Inline Data Systems apps.
- Assistance with custom code developed outside of or in addition to the core Inline Data Systems products.
- Business process questions.