SPECRIGHT

Customer Support Packages

Specright offers multiple support packages to fit your business needs, so you get the right industry-leading customer support when you need it. Our Customer Support specialists are committed to answering your questions and offering ongoing technical support to ensure you are satisfied with our Specright Platform Suite. Contact your account executive to learn more about these Customer Support Packages.

Customer Support Packages	GOLD	PLATINUM
Self-Help Online Resources	Included	Included
Specright Community Support	Included	Included
Web-Based Support Portal	Included	Included
Support Desk	Web & Phone	Web & Phone
Support Desk Availability	24 hours x 5 days	24 hours x 5 days
Language	English	English
Response Time	Non-priority = 5 business days Standard = 3 business days Critical = 4 hours	Non-priority = 3 business days Standard = 1 business days Critical = 1 hour
System Health Scans	Not Available	Quarterly
Named Customer Support Specialist	Optional (additional fees apply)	Included

Specright Support Services

SaaS licenses of Specright products include Customer Support Packages. Specright is not obligated to perform any Customer Support Services with respect to customization of our products. This will be the Customer's sole responsibility.

Specright Support Desk Phone Support is offered in English only. For purposes hereof, "business hours" are Monday through Friday, 8AM–6PM local time.

Response Time Clarification
Specright will classify support requests as Critical, Standard, and Nonpriority. Specright will use commercially reasonable efforts to initially respond to all Helpdesk Standard tickets within one (1) business day. Company will use commercially reasonable efforts to provide initial response to all Critical tickets within one (1) hour. Critical tickets will be escalated to manager level as needed.

Critical: A full loss of service or a significant feature that is entirely unavailable, with no existing workaround and blocking customer mainline scenario. Does not include development issues or problems in sandbox environments – Initial Response & Acknowledgement of Issue – Within One (1) Hour.

Standard: Intermittent issues and/or reduced quality of service with a potential workaround – Initial Response & Acknowledgement of Issue – Within One (1) Business Day.

Non-Priority: includes product questions, feature requests, development issues, and corner case scenarios – Initial Response & Acknowledgement of Issue – Within Three (1) Business Days.

Named Customer Support Specialist – A Specright Named Customer Support Specialist (NCSS) works with Specright's Customer Support organization to help ensure consistent management and prioritization of critical support issues. The NCSS does not deliver implementation services (such as configuration or code) but can contribute to a Customer's support efforts.