

Our Support Program

Support Plan Purpose

SD Digital Support Services are a value-centered approach to ensuring that your instance is continually healthy – giving you peace of mind.

A proactive, human-centered approach to support, SD Digital talent functions as a partner to your team as they focus their attention on your products, your business, and your customers.

Plan Highlights

- Predictable Billing
- Upgrade testing and remediation
- Proactive upgrade scheduling
- Third party updates
- Monthly status reports
- Functional testing
- Break-fix & Client specific backlog
- Small enhancements (< 8 hours)

Monthly Price Range

- \$2,250 (up to 10 hours/month)
- \$4,300 (up to 20 hours/month)
- \$8,000 (up to 40 hours/month)

Hours can be shared between months on a quarterly basis

How We Prioritize Tickets

Severity 1

SLA

Ticket acknowledged and assigned within

2 Hours

Status updates provided every

8 Hours

After resolution, Incident ^[L]_[SEP] Report provided within

2 Days

Severity 2

Ticket acknowledged and assigned within

8 Hours

Severity 3 & 4

Ticket acknowledged and assigned within

2 Days

Backlog

Client Specific

Prioritization and Sprint Planning performed at which time a delivery date will be mutually agreed upon

Every Other Week

Severity - How critical is the issue for each affected user?

- **Urgent:**

System is down, processes have stopped, and work can't continue

- **High:**

Processes are working with significant workarounds

- **Medium:**

Processes are working with some inconvenience

- **Low:**

Non-critical process degradation that is not impeding user progress, or an acceptable workaround (i.e. workaround that does not negatively impact a user on a day-to-day tasks) exists

Business Hours

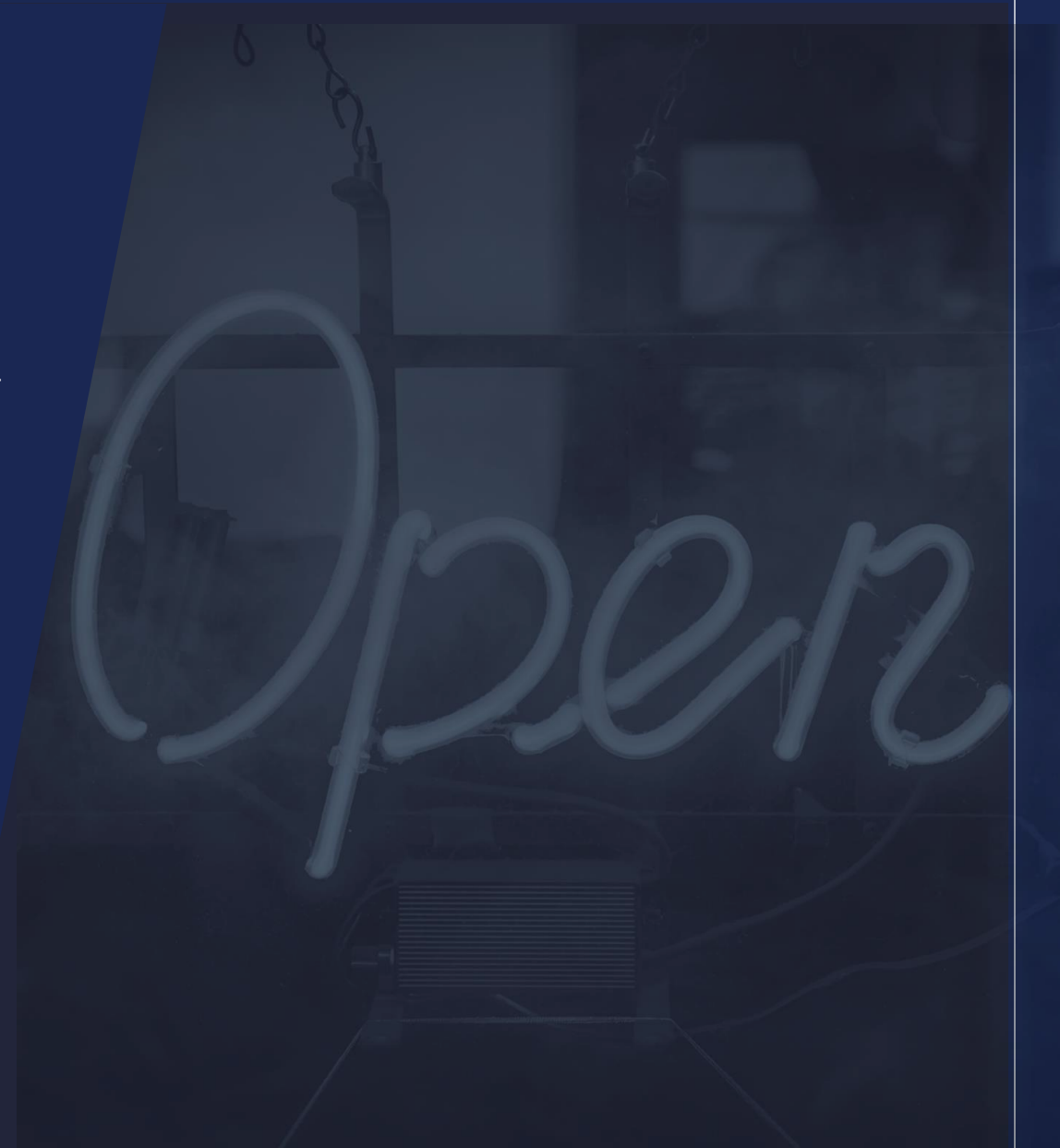
Support Business hours are 8:00 am to 5:00 pm ET,
Monday through Friday

Off Hours

Off hours support is available at the preferred blended rate for a minimum of 4
hours per incident.

The following observed US Holidays are
considered off hours:

- Good Friday
- Labor Day
- Independence Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Years Day



Monthly status reports are included with Standard and Enterprise Plans. These reports are provided on the 5th business day of the month and include:

- All new defects that were logged during the month
- Status of outstanding defects from prior month
- All enhancements that have been requested and their status
- Any monthly environment upgrades that were completed
- Any proactive system updates (i.e. OS, XCode, SDK, etc)
- Crash Logs

The screenshot displays a 'Support Summary' dashboard. At the top, there is a section for 'Change & Release Management' with a description: 'Activities relating to updates and releases of software, including managing, planning and scheduling through different stages and environments.' Below this is a table with columns for Item, Status, and Comments. Two items are listed, both in 'In Progress' status, with comments indicating that development is looking into the issues.

Below the table, there are four cards representing different support categories: Incident Management, Problem Management, Change Management, and News Impacts. Each card features a green circular icon and a small number '3' at the bottom.

Item	Status	Comments
1 On iOS, Freezing on Template Switching (ST-209)	In Progress	Development is looking into the issue
2 On iOS, Manual scaling of traces shows a black text on black background in darkmode (ST-210)	In Progress	Development is looking into the issue

Support Summary

Incident Management

Problem Management

Change Management

News Impacts