

PREMIUM SUPPORT SERVICE PLAN

for SalesBabu CRM & other SalesBabu cloud services

GENERAL: The Premium Support Service Plan is provided to users who have purchased Premium Support Service Plan for SalesBabu CRM and other cloud services. SalesBabu Support Team will use commercially reasonable efforts to promptly respond to each issue raised and will use commercially reasonable efforts to promptly resolve each issue. Actual resolution time will depend on the nature of the issue and the resolution. A resolution may consist of a fix, workaround or other solution as reasonably suggested.

Premium Support Service Plan can be purchased for all products/services subscribed or a subset of subscription, accordingly service will be offered.

Premium Support Service Plan does not include implementation of the Services. It is only for ongoing support and administration of the service after the service has been implemented.

SUPPORT AVAILABILITY: Support is available on all working weekdays, excluding holidays, during local business hours from 10AM to 6PM.

TICKET RAISING: Users must log a ticket by logging in the SalesBabu application, click Help menu, Click "Raise Ticket", then provide the requested information and clicking the Submit button. Upon Ticket submission, Users will be asked to provide their company name, contact information and issue details, and each ticket will be assigned a unique ticket number

Severity Critical related issues can also be raised by calling the Customer Support Helpline as provided in the application or email to support@salesbabu.com

SEVERITY LEVELS: Ticket raised will be categorised and processed according to the severity of the case. The issue severity level is selected by the user at the time of ticket raising and is as follows:

SEVERITY LEVEL	REMARKS
Critical	Critical production issue affecting all users like system unavailability with no workaround available.
High	Major functionality or significant performance impact which is persistent and affects many users. No workable workaround available.
Medium	Performance or functionality issue affecting some but not all users. Work around available but resolution needed.
Low	Enquiry, information, clarification or training request related to application features & configuration and minor bug affecting small functionality. Work around available but might need resolution for better usability.

Critical Issues can also be emailed or can call to support helpline number.

ESCALATION: Issues reported which are reproducible but are not promptly resolved are escalated to higher customer support tiers for further investigation and resolution.

SIMULATING ERROR: SalesBabu team should be able to simulate the scenario related to the issue raised in the test environment in order to resolve them. Customer agrees to work closely and cooperate with the SalesBabu customer support team to reproduce the scenario and help in troubleshooting activities related to the ticket raised.

TARGET INITIAL RESPONSE TIME: SalesBabu Customer support team will use commercially reasonable efforts to attend and respond to each ticket within the applicable response time as described in below depending on the severity level of the ticket:

SEVERITY LEVEL	TARGET INITIAL RESPONSE TIME
Critical	2 Business Hours
High	4 Business Hours
Medium	8 Business Hours
Low	8 Business Hours

Reproducible issues which cannot be promptly resolved will be escalated to higher support tiers for further investigation and analysis.

ESCALATION MATRIX: Escalation for timely resolution of issues can be done by customers, as required, using the below escalation contacts.

Level	Title
1	Support Duty Manager
2	Account Manager
3	Head - Customer Care

EXCLUDED ITEMS: The Premium Support Service Plan does not include any of the following:

- User specific Additional Customization related work
- Assistance with non SalesBabu services, products or technology, including implementation, configuration or use of third party technologies and software like database, computer network, internet, or external third party software and services
- Assistance with installation or configuration of internet, networking, hardware, including computer, laptop, printer or scanners.

CHANGES TO Premium Support Service Plan: SalesBabu may change its Premium Support Service Plan from time to time in its sole discretion. Up to date, latest version of service plan is available at <https://salesbabu.com/support-service-plans>