



**Support Services & Policies**

## Overview of Support Services

An integral part of what nChannel offers our customers is our commitment to support services, which complement the automated data integration that our iPaaS (integration platform as a service) products provide. Behind the nChannel platform is an educated support team, who are experts in integration and how to effectively use our products to solve your evolving business problems.

We welcome and encourage you to leverage the nChannel Support Team! We recognize that system integration is an ongoing effort that is still technically complex, sometimes even confusing or frustrating. As your business grows and operations become more demanding, our support team is here to work with you to navigate those technological challenges as they come. When working with our team, you can expect timely, direct, and transparent communication.

This document is designed to help you as a subscribing customer get the most out of your nChannel integration. It includes the following items:

- Scope of nChannel's support services
- How to work with the nChannel Support Team
- The responsibilities for both nChannel Support Team and our customers

### What We Ask of You

Help us help you. When leveraging nChannel support services, it's important that you provide clear and complete information about the issue at hand. The following items are extremely helpful—sometimes required—for us to adequately provide support:

- All the basic required information (e.g. account ID, severity)
- Active, working credentials to all relevant endpoint systems
- Links to records (e.g. orders) that are relevant to the issue in question
- Screenshots from endpoint systems that describe the issue
- Detailed steps of the actions taken that led to the issue
- A single point of contact for each issue
- Any relevant dates, deadlines, or dependencies that affect urgency

It's also critical that you coordinate communication among the stakeholders on your team. Integration issues can be murky and unfamiliar to you, at first. It becomes difficult for us to understand and identify your problem if multiple people on your team submit duplicate, conflicting, or related but disjointed issues.

We're experienced working with integration challenges, and we're prepared to make small and large recommendations about how to resolve them. We ask you to overcommunicate to us, consider our recommendations and feedback, and work with us to help make you as successful as possible!

## Obtaining nChannel Support

This section describes the processes in place for obtaining nChannel support. These processes must be followed for nChannel to adhere to our service level agreement. More importantly, these processes must be followed for us to most effectively solve whatever problem you've encountered.

## Contact Methods

nChannel support is available through the following contact methods. These are available for submitting tickets to our support team. Responses and resolutions to tickets will occur according to the policies laid out in “Severity Levels & Response Time Targets”.

Method	Availability	Details
Phone	24x7x365	For phone support, <b>call 1 (844) 533-1333</b> . During active business hours, described below, this will direct to the Support Team. After business hours, an answering service will accept tickets and contact the team according to severity.
Email	24x7x365	To log a ticket via email, <b>send all details to <a href="mailto:help@nchannel.com">help@nchannel.com</a></b> . This will automatically log a ticket in our support portal, which will be reviewed, prioritized, and resolved based on severity.
Support Portal	24x7x365	The nChannel support portal allows you to submit and view past tickets. <b>Navigate to <a href="https://help.nchannel.com">help.nchannel.com</a> and click “New Support Ticket”</b> , next to the search bar.

We encourage you to create a login for the nChannel support portal. This will give you access to all your company’s past tickets as well as the ability to respond to open tickets. You can also respond here to the email notifications that you receive from nChannel.

## Submitting Tickets

The following information is required when submitting a ticket for the support team to resolve. All information is required in order for nChannel to maintain its service level agreement.

- Company name and account ID (if you don’t know your ID, submit a ticket requesting it)
- Name, email, and phone number of the ticket’s primary contact
- Description of the issue or request, including steps taken that led to the issue
- Links to and identifiers of any records (e.g. orders) related to the issue
- Business impact (especially if considered production down)

It’s strongly recommended you also provide the following:

- Screenshots of endpoint systems that describe the issue
- Any relevant dates or deadlines impacted by the issue
- Contact information for third-parties who are involved with the issue

We also need to have active, working credentials to your endpoint systems on file. If the credentials we use to access your system(s) change, please send us a ticket. We’ll follow up with instructions that are specific to the endpoint. As a reminder, never send sensitive information like passwords to us via email.

## Active Business Hours

During nChannel’s active business hours staff are prepared to accept incoming requests and address them per their severity. After business hours, requests are accepted and triaged. Urgent tickets are escalated to be addressed according to the SLA.

Active business hours are Monday through Friday, **8:00 AM to 6:00 PM Eastern/New York time**.

## Scope of Support Services

This section describes the types of issues the nChannel Support Team can help with and how tickets of different severity levels are addressed. These response time targets are also the basis for our service level agreement, described below.

### Billable vs. Non-Billable Services

The nChannel Support Team addresses two broad categories of issues: billable and non-billable. Many of the questions or issues you may report can be handled as part of a standard support package, included in your subscription. These are non-billable services. Some issues, however, may fall outside of the scope of what's included in your standard Support package. These are billable services and will have additional cost.

Billable services are usually to deal with significant configuration changes (the types of things done during onboarding) or doing cleanup work after an activity performed by a customer or partner that was incompatible or unsupported by the account's configuration.

If a request falls into the category of billable support, you will be notified before the work is started. If the amount of work is estimated at one day or less, you will be provided a quote directly from our support team. If you provide clear acceptance via email, the support team will do the work and charge the credit card you have on file.

If the request appears complex enough to require an nChannel analyst or software engineer, or the request is estimated at more than a day's work, you will be referred to an account executive who will scope the work and then document and close a formal change order.

The nChannel Support Team delivers non-billable support work during standard business hours, except for work related to "urgent" tickets. Work that would otherwise be non-billable, but must be scheduled outside of normal business hours, is also eligible as billable support services. For example, a basic mapping change that must be deployed at midnight (ET) would be billable.

Rest assured; we do not overcharge customers for billable services. We do not talk customers into a billable option when there is a viable non-billable one on the table. We never bill a customer to address an nChannel product issue.

We consider your costs when making recommendations about how to address your requests and issues, and we'll communicate as clearly as possible when there will be additional cost.

The next section describes the types of issues the nChannel Support Team can/will address. It will also specify which are billable.

### Support Issue Types

The following describes the various issue types and to what extent the nChannel Support Team can help with them based on a standard support package.

#### Non-Billable Issues

The following are non-billable issues that the nChannel Support Team can help you with.

## General Questions

General questions include “how to” questions about nChannel’s products and “what happened” questions, where you need help assessing why the platform responded in a certain way or why a piece of data behaved in a certain way. We welcome **and encourage you** to ask questions about your configuration before performing any action that you are unsure about.

## Software Bugs

nChannel makes every effort to have a bug-free product. However, in the unlikely event that you do encounter a bug in the nChannel software, please let us know. We will log the ticket with our product team and update you about its resolution. Bugs are considered software issues that impact more than one account. Account-specific configuration issues are addressed as described below.

## Simple Configuration Requests

We’ll make small (less than one hour) configuration changes without billing assuming a) you aren’t fundamentally changing what is set up in your account and b) we don’t feel like there is risk to causing broader issues on your account. Good examples of these types of requests are adding a new simple field mapping or adding a new shipping method to an already established lookup table.

## Product Enhancement Requests

We love when customers want to take an active role in improving our products and services. We’ll always accept enhancement requests and give you an update on when/if they will be built.

## Billable Issues

The following are billable issues that nChannel Support Team can help you with.

### Data Cleanup

It’s your responsibility to understand the configuration that our onboarding team built with your cooperation and acceptance. It’s our responsibility to help you understand it. If your activity on an endpoint or within nChannel’s products creates a scenario that requires data cleanup that nChannel’s Support Team must assist with, this work is billable. This includes re-running failed transactions that were the result of endpoint configuration changes or endpoint system outages.

*We are always happy to answer questions about your configuration to help you avoid these billable services.*

### Complex Configuration Updates

If a configuration request has enough risk to require testing or analysis or it fundamentally changes what your integration is doing, we’ll need to bill for the work. If the work is significant or estimated at longer than one day, we’ll refer you to an account executive to properly scope it.

Some good examples are:

- Restructuring matrix items in the source endpoint
- Adding new transactions
- Manipulating business logic represented in data maps

## Endpoint Upgrades

There may be a time when you need to update the version of one of the endpoints you've integrated with nChannel. This usually requires some amount of work from our support or onboarding teams, depending on the nature of the upgrade.

For minor version upgrades, where the API, database, or interface we talk to does not fundamentally change, the billable support work is typically minimal—a few hours to do some analysis, then work with you to test that everything is still working after the upgrade. However, it is possible there are configuration changes required.

For major version upgrades, you will be referred to an account manager who can help you understand a) if we can support the upgrade (usually we can) and b) the scope of the services that will be required to perform the upgrade. A major upgrade usually represents an overhaul of your configuration, because the upgraded endpoint will have a fundamentally different object structure, API, etc. We'll talk you through what needs to happen based on your specific needs.

## Severity Levels & Response Time Targets

The following table describes nChannel's support ticket severity levels and response time targets.

Severity	Description	Resolution Targets
Urgent	Critical transaction (e.g. orders) is not functioning.	Response Time: 1 business hour Resolution Time: 8 business hours
High	Critical transaction is degraded or has a workaround, or non-critical transaction is not functioning.	Response Time: 4 business hours Resolution Time: 16 business hours
Medium	Transactions are functioning at a lower performance than usual.	Response Time: 8 business hours Resolution Time: 40 business hours
Low	Enhancement requests, configuration requests, cosmetic changes, and general questions.	Response Time: 40 business hours Resolution Time: (no target)

## Ticket Resolution

The following describes the possible criteria by which resolution of a ticket can be met:

- The cause has been identified and fixed and the ticket submitter has been notified
- The cause has been identified as a customer data issue and the ticket submitter has been notified with recommendations for cleanup (if available)
- The cause has been identified as a third-party outage (e.g. Shopify, DynDNS) and the ticket submitter has been notified
- The ticket has been de-escalated in urgency based on nChannel's analysis
- The question has been answered
- The result of the ticket is to-be-scoped or -estimated billable work and the submitter has been notified of next steps to achieve that
- For unordinary tickets, nChannel communicates that we believe the issue has been resolved based on a documented, reasonable understanding of the problem

## Service Level Agreement (SLA)

The following describes the service level agreement applicable to all customers subscribed to a standard support package.

### SLA Warranty & Credit Calculation

nChannel warrants that target response times will be met for Urgent and High priority tickets submitted to nChannel via the channels described in the "Contact Methods" section of this document by an approved customer representative (automated notifications are not in scope of the SLA).

On a quarterly basis, nChannel will calculate the percentage of tickets submitted that did not meet the target response time, and upon request from the customer, will apply the following credit to the customer subscription:

% of SLA Violations	Credit Applied
Less than 5%	No credit will be applied.
5% to 9.999%	Credit of 10% of quarterly subscription
10% or greater	Credit of 20% of quarterly subscription

SLA credits are never to exceed 20% of the customer's quarterly subscription amount.

### SLA Process

If an nChannel customer becomes eligible for a subscription credit, per the SLA, customer must submit a request to [billing@nchannel.com](mailto:billing@nchannel.com) within 5 business days following the end of the calendar quarter during which the violation has occurred. The email must include the ticket number, date, time, and duration of the violation, and the email must come from an approved billing contact.

If the customer's request for an SLA credit is accepted, they will be notified via email of the acceptance and when/how the credit will be applied. Credits cannot be applied retroactively.

The following are not eligible for an SLA credit:

- Any issue related to a beta or "early adopter" features used by the customer
- Any customer that is not current on payment of invoices or does not have an active subscription
- Any violation reported outside of the quarterly reporting window
- Any violation reported by someone who is not an approved billing contact
- Any issue whereby nChannel did not have working active credentials to customer endpoint systems at the time of ticket submission

## Updates to Support Services & Policies

nChannel strives to constantly improve its processes, policies, and customer experience. Therefore, we reserve the right to update our support procedures and policies on a quarterly basis, including the SLA and SLA crediting policies.

If updates are made to our support policies, the approved billing contact will be notified via email no less than 10 business days before the quarter during which the changes will apply. We'll be happy to address any questions you have about such changes.

nChannel also welcomes open, honest feedback about our support policies and procedures. Our goal is to create the best possible experience for you, our customer, and we welcome your input on how to do so.