

# Axim

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## Product Support Plan

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# 1. Revision History

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Summary</b>
V1.0	05/16/2023	CK	Initial version of document
V1.1	05/17/2023	CK	Updated version

## 2. Introduction

This document details the Support Plan for Axim products. Custom applications developed by Axim will have the support scoped and priced as part of the custom development statement of work: this may include the standard Support Plan covered below or may be customized to a customer's specific needs, which may include different support hours, channels, and SLA targets.

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## 3. Support Service Summary

### 3.1 Support Coverage Hours

Axim provides support coverage for reported issues on Axim products on a 9 am – 5 pm EST Monday - Friday basis, excluding Axim holidays.

### 3.2 Support Channels

Support is provided via phone or email. The contact details for each are:

Axim Support Phone Number: +1 (844) 587-1326

Axim Support Email address: [support@aximglobal.com](mailto:support@aximglobal.com)

### 3.3 Incident Security Definitions

Axim classifies incidents into four levels of severity:

Severity Level	Description
Severity 1 (Critical Incident)	An issue that causes a failure of one or more essential features or functions of a Product or causes a degradation of the Product's performance such that all or a majority of users are unable to utilize the product. Critical incidents also cover issues that may cause corruption or loss of data or interfere with the security of a Product.
Severity 2 (Major Incident)	An issue that causes intermittent interruption in the use of one or more essential features or functions of the Product for all or the majority of users, provided the issue is not likely to lead to corruption or loss of data, or interfere with security.
Severity 3 (Minor Incident)	Issues that interfere with a function or feature of the Product but do not materially degrade the Product's overall performance or issues that affect a small proportion of the User population (typically <10%).
Severity 4 (Minor Incident)	Issues that may cause Customer users inconvenience or confusion but do not interfere with the function or performance of the Product.

Customers should utilize the support telephone number to report Severity 1 and 2 incidents. The support email address should be used for Severity 3 and 4 issues.

### 3.4 Support Service Level Agreements

The standard support SLA response will be 4 hours. This is based on when Axim receives a ticket logged by the customer with the appropriate level of issue detail. The SLA and issue resolution targets per Severity level are detailed below:

<b>Severity Level</b>	<b>Response SLA Target</b>	<b>Resolution Target</b>
Severity 1 (Critical Incident)	4 hours	12 hours
Severity 2 (Major Incident)	4 hours	24 hours
Severity 3 (Minor Incident)	1 business day	10 days
Severity 4 (Minor Incident)	10 business days	Next product release

### 3.5 Support Term

The support term for Axim products will be for the duration of the product subscription. If the product is purchased on a set term, the support term will match this term. For custom-developed applications, the support term will be covered by the custom application Statement of Work. Non-subscription-based Support Services will cease if not renewed.