

## Gimmel Support SLA

Email Support <a href="mailto:support@gimmel.com">mailto:support@gimmel.com</a> Portal Support <a href="https://support.gimmel.com/">https://support.gimmel.com/</a>	Monday – Friday, 8:00 AM-5:00 PM CT (except designated US holidays)
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**You should be available and willing to work with Gimmel to resolve your support request(s) consistent with the severity level described below. In the event you don't respond to our request(s) for feedback or acknowledgement within 14 calendar days, we will close the ticket. With this in mind, you will be able to re-open closed tickets within 28 calendar days of closure.**

### Ticket Severity Levels

Upon receipt of a request for technical support, Gimmel will assign a severity level, as outlined below, and the ticket to an appropriate Support Engineer:

Severity Level	Initial Response	Minimum Update Frequency	Description
<b>Level 1 – Production Down</b>	1 Hour	Daily	The problem or error results in your inability to use Gimmel's software in your production environment, or if your production environment is unavailable for use due to the installation of our Software causing a critical effect on your business operations.
<b>Level 2 (High)</b>	4 Hours	Daily	The problem or error produces a situation in which you are able to use your Gimmel Software, but your production operations are severely impacted by the problem or error.
<b>Level 3 (Normal)</b>	1 Day	Weekly	The problem or error produces a noticeable situation in which you are able to use the Software with some restrictions on production operations which do not have a critical impact on your business operations. This level also applies to any problems or errors in your non-production environment.
<b>Level 4 (Request)</b>	1 Week	Weekly	The problem or error produces a situation in which your convenience or use of the Software is affected or you desire an enhancement or information.

Gimmel will assist you with understanding when there are problems or errors relating to your SharePoint environment, but support of third party products such as Microsoft SharePoint are not covered under your support agreement. As such, to the extent Gimmel is able to help identify where problems exist with third party software, it is excluded from the update frequencies identified above. Furthermore, Gimmel will be unable to provide resolution to any problems with third party products, but we will use commercially reasonable efforts to help you to obtain support from Microsoft in connection with any such SharePoint problem or error.

Gimmel has the right to revise severity levels if deemed necessary as many issues are configuration or environmental issues with systems architecture that are out of scope of Gimmel support.

Our corporate holidays include the following US holidays: **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Day after Thanksgiving and Christmas Day**. Our offices will be closed on these days. In the event this holiday schedule changes, we will use commercially reasonable efforts to notify you in advance of making these changes.