



**South River Technologies  
Maintenance and Support  
Policies  
2021**

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# Maintenance and Support Services Overview

## Definitions

**Support** – a service in which SRT Support analysts answer questions, assist in troubleshooting, and provide workarounds where applicable.

**Incident** – An incident is any contact that you make with our Support team, such as when you contact us with a problem or question, by online tickets, email, or telephone. You will be assigned a ticket number for each incident.

**Priority** – Each incident is assigned a Priority level ranging from 1 to 3. Response times are aligned with the priority level. Priority levels are defined on page 5.

**Initial Response** – This will be the first response to a ticket by a Support analyst via email or phone per the SLA defined by your Support level.

**Versions** – SRT regularly updates our software and makes the updates available to customers. Updates are released as product versions and may be Major or Minor (Maintenance Release) versions.

**Major Versions** – These are released approximately once per year. The major version number is the year of the release. For Example, Cornerstone/Titan 2019 is the major release. Major versions typically include performance enhancements, new features, security updates, and bug fixes.

**Minor (Maintenance) Versions** – These are maintenance releases pushed out within a major release and are identified as build numbers. For example, Cornerstone/Titan 2019, Build 1735. Minor version release numbers are not necessarily consecutive, as some releases are internal and test releases. Minor releases typically include helpful bug fixes and may include urgent Security updates.

**Registration Code** – Each major release has a unique registration code. When you update your Support and Maintenance, you will be given a link to download the latest release and a registration code to activate the major version.

## Support Eligibility

In order to be eligible for standard technical support, you must have a valid registration code for the current major version, have renewed or be current on your Support service, and have the current major version of the software installed.

## SRT Support Processes

When you contact SRT for Technical Support, a seasoned Tier 3 analyst will respond to the incident. Many issues are resolved without need for escalation. If the analyst is unable to solve the issue or provide a reasonable workaround, it will be escalated to add further resources to help resolve the incident.

Problem resolution may include changing configuration settings within the software or the environment, providing a reasonable workaround, or providing a software patch or hotfix. For lower-priority incidents, problem resolution may also include scheduling enhancements and fixes in a future version.

## Software Maintenance

Software Maintenance is included with your purchase of any level of paid Technical Support. Software Maintenance provides access to the latest major and minor updates of SRT software.

SRT notifies customers by email of the availability of major releases. Customers have the ability to check for minor release availability at any time by running the “Check for Update” utility within the software console. Major releases and some minor releases are announced through our social media channels and quarterly newsletters (requires sign-up) as well.

# Overview of Maintenance and Support Plans

Support Level		Base	Business Standard	Business Premium
<b>Support Hours and Availability</b>				
Support Channel	Priority			
Phone	1 (High)	N/A	8:30 AM – 5:30 PM (ET) Callbacks M-F	24x7
	2 (Med)	N/A	8:30 AM – 5:30 PM (ET) Callbacks M-F	8:30 AM – 5:30 PM (ET) Callbacks M-F
	3 (Low)	N/A	8:30 AM – 5:30 PM (ET) Callbacks M-F	8:30 AM – 5:30 PM (ET) Callbacks M-F
Web Portal (Ticket)	All Levels	Monitored 8:30 AM-5:30 PM ET, M-F	Monitored 8:30 AM – 5:30 PM ET, M-F	Monitored 8:30 AM – 5:30 PM ET, M-F
Streaming/remote access	All Levels	At SRT's discretion	Yes	Yes
<b>Initial Response Time</b>				
Priority 1 (High)*		2 Business Days	Same Business Day	2 Hours
Priority 2 (Medium)**		Best Effort	1 Business Day	4 Business Hours
Priority 3 (Low)***		Best Effort	3 Business Days	1 Business Day
<b>Self-Help Services</b>				
Video Tutorials, Quickstart Guides		Yes	Yes	Yes
Knowledge Base		Yes	Yes	Yes
Community Forum		Yes	Yes	Yes
Software Updates		Yes	Yes	Yes
<b>Premium Services</b>				
Hotfix/Patch Request		No	At SRT's Discretion	Yes
Extended Support for End of Life (EOL) Products		No	Additional 6 months after EOL	Additional 12 months after EOL
Product Roadmap Overview		No	No	Yes
Professional Services (Install, Update, Migration, Consultation)		Full Price	25% Discount	50% Discount
First Look Beta Test Participation		No	Yes	Yes
Priority Feature Requests		No	No	Yes

\* Priority 1 (High) - product down/completely inoperable for all users; Confidentiality or privacy is compromised; Complete data loss

\*\* Priority 2 (Medium) - product unavailable for a subset of end users; Core functionality significantly impacted

\*\*\* Priority 3 (Low) - inconvenience or partial loss of functionality to some users, but a workaround is available

**Business hours are 8:30 – 5:30 M-F**

**A Business Day is defined as 8 business hours after SRT has been contacted**

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# Definition of Priority Levels

The following are the Priority Levels for Support incidents. SRT reserves the right to adjust customer-assigned Priority Levels if they do not meet the defined criteria.

## Priority 1 (Business Interruption)

This category is for a critical issue in which operations or services are down.

Examples and situations:

- Confidentiality and/or privacy is compromised
- Loss of accessibility to customer data
- Software starts, users can connect, but software crashes repeatedly to inhibit productive use
- Server service does not start
- All endpoints (FTPS, SFTP, HTTPS, or WebUI) are inaccessible
- No immediate workaround or resolution is available

## Priority 2 (Moderate Business Impact)

This category is for an issue in which a component or a function is not working, but software starts and server operations are running. Priority Level 1 is reclassified to Priority Level 2 when a workaround is available.

Examples and situations:

- All users are impacted
- All Events do not trigger
- Admins cannot access or login to the Administrator Console
- Some of the endpoints (FTPS, SFTP, HTTPS, or WebUI) are inaccessible

## Priority 3 (Inquiries and Minor Issues)

This category is for any questions you may have for our team, if you're looking for best practices information, if you find issues with documentation, or have non-critical user interface issues.

Examples and situations:

- A subset of users cannot connect to the server
- A minority or a subset of Events are impacted
- Suggestions or enhancement requests
- Incomplete or incorrect documentation
- Inquiries or questions pertaining to best practices, software features, and Support Levels

# Technical Support Resources

SRT offers a handful of self-service resources, such as a searchable Knowledge Base, QuickStart Guides, Video Tutorials, and a Community Forum. These resources are available to all SRT customers, with or without paid Technical Support. Ticket Support is available with all paid Support, but telephone Support is only available to our Business Standard and Business Premium Support customers.

## How to Contact Us

### Telephone Support

Technical Support by telephone is available for customers with Business Standard and Business Premium Support. Upon execution of your Support agreement, you are provided an exclusive Support telephone number. If you do not have your Support telephone number, please contact our Sales team at [sales@southrivertech.com](mailto:sales@southrivertech.com)

### Customer Portal

Customers with all paid Support levels can submit a ticket through our helpdesk portal at:

<https://helpdesk.southrivertech.com>



## Self-Serve Technical Support Resources

### Knowledge Base

The searchable knowledge base for all SRT products is located at:

<https://helpdesk.southrivertech.com/portal/en/kb>

### Video Tutorials

Our library of product tutorials and best practices videos can be found at:

<https://southrivertech.com/resources/video-tutorials/>

Video Tutorials for other SRT products are located on the individual product websites.

### Community Support Forums

Ask or answer a question or get assistance through our Community Support Forum from Support staff or fellow SRT customers. The Support Forum is available at:

<https://helpdesk.southrivertech.com/portal/en/community>

# Support Terms and Conditions

## Scope

Technical Support is available to assist with standard usage of SRT products. For installation, migration, and implementation services, we offer Professional Services paid on an hourly basis.

Technical Support is limited to the correction of product defects, or reasonable workarounds, and configuration assistance. The scope of our technical support service does not include the following:

- Support for incidents caused by hardware, operating systems, and software that does not meet the system requirements documented on our website
- Support for incidents created as a result of incorrect use of SRT products or instructions, either in the product documentation or as provided by technical support analysts
- Support for development of programmatic interfaces, creation of custom scripts, or HTML development
- Support for new issues added to an existing ticket or incident.

A Technical Support incident may be closed as unresolved if:

- the customer cannot provide accurate information needed to verify or reproduce an issue
- the customer cannot be available for scheduled telephone or remote streaming sessions
- the customer has not provided the requested information or responded over a measurable period
- the customer did not provide accurate or reliable contact information

Technical Support services are only available on the current major release of the software.

## Terms

We are best able to support you when we work with a specific person or select individuals within your organization. You may designate up to 3 individuals who are authorized to initiate technical support incidents. You may make changes to your designations as your personnel responsibilities change.

In order to resolve an issue, we often will need to reproduce the problem. If we cannot reproduce the issue, you may need to grant us access to your system through a remote streaming session. If the issue cannot be reproduced and a remote session is not possible, or if it is determined that the problem is caused by factors outside the product operation (i.e., network issues, other applications, etc.) the incident shall be closed and you will be required to address the issue outside of our Support system, or with a Professional Services engagement.

## Customer's Responsibilities

It is the responsibility of our customers to maintain their software by keeping their product version, Support Level, and Operating System (OS) up to date. It is important to keep your software up to date to guarantee the highest performance and compliance with current security standards. Keeping your software and Support Level updated ensures that our team is able to best assist you.

When an incident is opened, you should respond to our information requests and recommendations as quickly as possible. If we request additional information, recommend changes, or testing to help diagnose the problem and we do not receive a response within 5 business days, the incident will be closed due to inactivity.

When an SRT Support analyst schedules a telephone call or remote streaming session, we ask that you have a dedicated resource available 10 minutes prior to the scheduled call time and available for the full duration of the call or streaming session. If a resource does not answer the call or streaming session, your incident will be rescheduled so that we can efficiently assist other customers.

## End of Life (EOL) Policy

All software that is older than the current major version or the previous major version is considered to have reached End of Life and is no longer supported. Please note that the 12-month wind-down period starts when a new major release is made available to the public. During that 12-month wind-down period, the prior major release will be supported. Extended EOL Support is available for Business Standard and Business Premium Support levels.

# Support Agreement

The Technical Support terms provided in this guide are agreed to when you install the software and accept the End User License Agreement (EULA). EULAs are published on our websites and are subject to change without notice.

## More Information

For the most current information about product updates, best practices, and new features, please follow us on social media or refer to our blog.

 @SouthRiverTech

 @SouthRiverTech

## About South River Technologies

South River Technologies is an innovator in secure file management software. Nearly 100,000 customers in more than 140 countries use SRT's software to make secure file transfer, automation and collaboration more efficient for their customers, partners, and workforce.

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