



Technical Support Service Level Plans

XiO's Technical Support Service Level Plans are designed to assist customers in achieving the maximum value from their XiO software investment. Technical Support Service Level Plans are purchased in the form of a single-year or multi-year agreement, purchased separately, or as part of the software (SaaS) subscription contract.

Whether planning a new installation, running stable operations with no desire to change, or planning an upgrade to an existing installation, XiO's portfolio of technical support and professional services is designed to help you get up-and-running quickly, maximize your return on investment, lower risks and ensure smooth operations.

XiO offers two technical support service plans to choose from, **Basic Level** and **Premium Level**.

Basic Level purchases technical support on an as-used hourly basis.

Premium Level purchases technical support through a prepaid group of points according to anticipated support needs and system complexity. Points are redeemable for hours and are offered in the following bundles: 15, 50, 100, and 200 points.

15 points = small, simple system without control. (assumes 1 call per month).

50 points = medium system with advanced control and higher risk. (assumes 2 calls per month including off hour calls).

100 points = large sophisticated system with advanced control and higher risk. (assumes 4 calls per month, including off hour calls, and engineering).

200 points = large sophisticated system with high risk. (assumes multiple calls per week, including off hour support and more complex engineering requirements).

Technical Support Service Levels

	Basic Level (No up-front cost)	Premium Level (Annual plans/point bundles)
Description (Ideally suited for)	Small, simple system without control. Pay on a per-use basis. No discount.	15 points - small system 50 points - medium system 100 points - large system 200 points - large, complex system

Redeeming Points for Premium Level (How Many Hours Per Point?)

For Premium Service Level Plans, points will be deducted from the annual balance as services are provided based on the number of hours and type of service provided as noted below.

Service Category	Description/Example	Points
Standard Business Hour Phone Support	8am-5pm PST, M-F (no holidays, and weekends)	1x (1 hour = 1 point)
Emergency/After Business Hour Phone Support	24 hours, 7 days a week, 365 days a year (including holidays and weekends)	1.5x (1 hour = 1.5 points)
Engineering Support		2x (1 hour = 2 points)

Technical Support Plan Details

All XiO customers, regardless of support plan, receive free online resources including access to the online Knowledge Base, eLearning webinars, *cloud application accessibility support*, and issue ticketing email system. XiO's US-based technical support staff are experienced professionals.

Description	Basic Level	Premium Level
Online Knowledge Base	Free	Free
eLearning Webinars	Free	Free
Accessibility Support Cloud Application (password/log in questions)	Free	Free
Technical Support by Phone Standard Business Hours (8am-5pm PST, M-F, no holidays, and weekends)	Hourly rate	Points required* (1X)
Technical Support by Phone Emergency/After Business Hours (24 hours, 7 days a week, 365 days a year including holidays and weekends)	Hourly rate	Points required* (1.5X)
On-Site Direct Technical Support & Engineering	Hourly rate	Points required* (2X)

Guaranteed Response Time

Response time for Critical and High Priority Issues shall be 4 business hours, 8 business hours for Medium Priority, and within 1 business day for Low Priority.

Standard business hours are 8:00 AM to 5:00 PM Pacific Time, Monday thru Friday.