



PROVANCE SUPPORT GUIDE

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1 Provance Support Overview

Provance understands that having software support and access to highly skilled support staff and information is a crucial part of our overall support service to You. Our Support program is designed to provide You with Software updates and immediate access to online support information, blogs and knowledge articles as well as Incident support services. These Support benefits are available to customers with current Subscription Licenses.

Support Components and Pricing

	Support Components	I/	Details
Support	Software Maintenance	I	• Updates, fixes • Upgrade protection
	Support Portal	I	• Tickets and Service Requests with status updates • Notifications • Knowledge articles • Learning Materials including Blogs and Webcasts • Product Downloads and Documentation • Product enhancement program
	Incident Support	I	• Support Portal, Email or phone +1-613-727-9787 (phone is Canada EST/EDT) • During Canada EST/EDT (9am to 6pm) and United Kingdom GMT/BST (9am to 5pm) business hours, (Mon-Fri excluding holidays)
	Connected Support Service	O	• An optional comprehensive Connected Support Service tailored to your needs is available that provides ongoing services and support of customer specific configurations/customizations. Please contact Provance at Info@Provance.com or your sales representative for more details

*I = Included O = Optional

**** - Additional Program Licenses.** If you acquire additional Subscription Licenses, they will be prorated to expire on the Subscription Anniversary Date for the Program Subscription licenses previously purchased by You. Please contact your account representative or email us at info@provance.com.

2 Support Components

At Provance, our Support team is ready to help. Assistance can be tailored for concerns ranging from an urgent issue to a question about Program functionality. Our Support plan is designed to include a comprehensive package of services, enabling You to better utilize the investment You have made in the Program. The Support components Provance provides are as follows:

2.1 Software Maintenance

The research and development teams at Provance are working to improve the capabilities and performance of our software. When a new release is made commercially available, that release may be downloaded by all Customers who have current Subscription Licenses. New releases (other than maintenance releases) typically contain major feature changes, including new functionality, performance enhancements and corrective content. When a new release is made commercially available, the related documentation is updated to incorporate information about new features and enhancements included with new software releases.

2.2 Incident Support

Support Contacts can open incidents with the Provance Service Desk. Support Contacts are Your resources through which all questions submitted to Provance by the portal, email or phone, will be channeled. Your Support Contacts are usually subject matter experts or a corporate help desk staff who are knowledgeable about the Program and Your business environment.

Incident Support is available for suspected Program Errors in the products where our staff will validate and reproduce the suspected Error and Error Correction as applicable. If additional support is required specific to your use of the Programs, the Support Portal is available, or an optional comprehensive Connected Support Service tailored to your needs is available. Program details and prices are available from your Provance sales resource.

3 Obtaining Assistance

Our highly skilled support team are here to answer day-to-day operational or technical questions and to help You find better ways to leverage Your Provance software investment. All questions outside of Incident support should be directed through the Provance Support Portal.

Since Provance software runs on Microsoft platforms, You are encouraged to reference or contact available Microsoft support services to eliminate any environment or platform-related issues prior to contacting Provance. If it is believed to be a Provance Program issue, and the problem is not related to the Microsoft platform, Provance will work with You to resolve the Incident as quickly as possible.

You should always first review current support information available on the Provance Support Portal at (<https://support.provance.com>) where You will find product downloads, notifications, knowledge articles, problem resolution tips, known issues and workarounds, product and implementation guides and “How To” videos, 24x7. Provance follow up for Support issues will be during Support Center business hours.

Incident Support: If You have an urgent issue or are unable to resolve Your problem through the Provance Support Portal, You can contact by email, Support Portal or phone (phone is Canada EST/EDT operating hours) the Provance Support Center, which provides escalation support during normal business hours across the Canada EST/EDT and United Kingdom GMT/BST time zones, excluding holidays and weekends. Incidents initiated with the Provance Support Center are restricted to suspected Provance Program Errors.

Support Centers Hours of Operation*	Online - Global	Phone Number
Monday – Friday - Canada (EST/EDT) 9:00 AM – 6:00 PM - United Kingdom (GMT/BST) 9:00 AM – 5:00 PM	Email: support@Provance.com Portal: https://support.provance.com	+1-613-727-9787 (Canada Eastern Time Zone hours)

*Hours of operation are during normal business hours and exclude holidays observed in the jurisdiction in which the Provance Support center is located. Customers are able to contact live support across all support center hours of operation.

Statutory Holidays - Canada	Day Observed
New Years Day	January 1
Family Day	Third Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	Monday preceding May 25 th
Canada Day	July 1
Civic Holiday	First Monday in August
Labour Day	First Monday in September
Thanksgiving	Second Monday in October
Christmas	December 25
Boxing Day	December 26

Statutory Holidays - UK	Day Observed
New Years Day	January 1
Good Friday	Friday before Easter Sunday
Easter Monday	Monday following Easter Sunday
Early May Bank Holiday	First Monday in May
Spring Bank Holiday	Last Monday in May
August Bank Holiday	Last Monday in August
Christmas	December 25
Boxing Day	December 26

4 Response Time and Severity Escalation

Provance's targeted response times are specified below. The prioritization of Provance's response to an Incident will be determined by the severity level. An initial discussion between the Provance Support team and the Customer about an Incident report will be used to determine its severity. This process is designed to address the most critical issues first. All times are based on regular business hours and serve as a guideline only.

4.1 Workarounds

Once an Incident is reported, the main objective is to find a satisfactory solution as soon as reasonably practicable having regard to the applicable Severity level. In some cases, a Workaround is provided as a temporary solution to allow for the completion of a task that would not have otherwise been accomplished due to an Error or Program limitation.

4.2 Software Error

When a reported Incident is caused by a Program Error, that Incident will be recorded in Provance's Error tracking system and escalated to the Provance product development team. An Error correction is then scheduled for inclusion in a future Program maintenance release. Although Provance tries to respond to all Incidents and Customer requests the timing and incorporation of particular fixes and new functionality is solely at Provance's discretion.

Provance will respond to a Customer Incident report with a follow up email that will include the Incident number and a confirmation that the Incident is being investigated and escalated in accordance with the targeted times specified in the Support Guide.

If an Incident report is active in Provance's tracking system and three (3) unsuccessful attempts have been made by a Provance Support agent to obtain an update from one of Your Support Contacts (by phone or by email), the Incident can be closed. A note will be made in the Incident record that the Provance Support agent attempted to follow up and that no response was received from Your Customer Contact. The Provance Support agent will send an email to the Customer indicating that the Incident report has been closed. If Provance is unable to reproduce a reported Incident after reasonable efforts to reproduce such Incident, Provance will be entitled to close such Incident. A note will be made in the Incident record that Provance was unable to reproduce the reported Incident.

Response Time and Severity Escalation

Severity	Description	Response time Tier 1	Escalation Time Tier 2	Escalation Time Tier 3
1 High	Any kind of down situation or loss of all program functionality.	First call response within 2 hours or less	2 hours	6 hours
2 Medium	Loss of primary program functionality (meaning no workaround or only a short-term workaround is available) that will impair productivity in the longer term but work can reasonably continue in an impaired manner.	First call response within 4 hours or less	4 hours	8 hours
3 Low	Loss of secondary program functionality (meaning a workaround is available) that has no immediate, significant impact on the productivity and Customer is substantially functioning with minor or no impediments.	First call response within 1 business day or less	As Required	As Required

Note:

1: *Response time/escalation time* is defined as the amount of elapsed time from the date/time of the initial contact (e-mail/voicemail date/portal timestamp, phone call receipt) for Provance staff to contact the Customer or escalate an Incident. Time elapsed waiting for customer response does not count towards resolution time. It includes regular business hours and excludes weekends and statutory holidays.

2: These are internal response/escalation guidelines and are not intended to indicate contractual obligations.

Escalation Levels

The two escalation levels used by Provance are:

- Tier 1 – typically (but not limited to) Service Desk Representative validates the Incident, assesses known Errors and Workarounds or potential resolutions.
- Tier 2 – typically (but not limited to) Technical Specialist investigates and validates the Incident and possible resolutions.
- Tier 3 – typically (but not limited to) Product Development investigates possible resolutions.

5 Subscription Support Term

The Support Term for Subscription License customers is the same as the Subscription License Term.

6 General Notes

The information in this Provance Support Guide is accurate at the time of publication. The Support-related matters described in this Provance Support Guide supersede all previous Provance Support Guides. Provance reserves the right to change the Provance Support Guide and related support policies at any time and will advise its supported Customers of any changes when they occur. Terms not defined in the Program Guide have the meanings ascribed to them in the Provance License Agreement.