



NoteSwift Maintenance and Support

NoteSwift is dedicated to providing our customers with unparalleled support and customer service either directly or through our channel partners. We understand the importance of your time and our Technical Support Services Program strives to help you meet defined business requirements.

Technical Support Service

With NoteSwift Support Service, you receive assistance troubleshooting and solving technical issues that may arise with your NoteSwift products.

Technical Support Services offering includes access to:

- ✦ Product documentation: Manuals, FAQ's, Tech notes, etc.
- ✦ Email technical support: support@noteswift.com Response time during technical support hours within two hours.
- ✦ Live technical support representatives:
 - ✦ Hours 8am – 6pm EST
 - ✦ 857. 366. 9306 Select Option 2

Software Maintenance

During the period covered by software maintenance, customer will be given all commercially available version upgrades, updates, bug fixes and patches automatically at no additional charge.



Response Time Goals

Level	Description	Contact Expectation	Resolution Goal
P1	The critical functionality of an application has failed in a production environment and business data is compromised	Within 2 business hours	<ul style="list-style-type: none">• Within 1 business day if resolution does not require a software update• Within 5 business days if resolution requires software update
P2	Critical functionality of an application is present in a product environment, but not operating in a full capacity	Within 4 business hours	<ul style="list-style-type: none">• Within 10 business days if resolution does not require software update• Within 20 business days if resolution requires software update
P3	Application has encountered a non-critical issue or a defect has arisen during product use and/or installation	Within 1 business day	<ul style="list-style-type: none">• Within 10 business days if resolution does not require software update• Within 20 business days if resolution requires software update
P4	No system impact has occurred but there are functionality questions, feature requests, or evaluation issues/questions	Within 1 business day	Next release if applicable.