

# COMMERCE EDITION SUPPORT SERVICE LEVEL AGREEMENT 2016

## Overview

The LANSA Commerce Edition Support service level agreement applies to those customers who, in addition to being on maintenance for the LANSA tools, are also on a maintenance contract for Commerce Edition. The below summarizes what services are available and how you can expect to be supported.

## Commerce Edition Support Service Level Agreement Summary

Hours of coverage	24 x 7 for Critical Production System Down via the LANSA Product Support line ( <a href="#">see LANSA Tech Support SLA for details</a> ) 8:30AM to 5PM Central time for all other issues which are assumed to be in the C,D,E category with related response for this SLA
Support channel	<a href="#">Web Support Portal</a> /email/phone
Software Upgrades	Access to new releases, including core LANSA technology and eligible new modules*
Annual LANSA Commerce Checkpoint	Remote-based Audit assessment available to all Commerce Edition customers on maintenance can be scheduled upon request to support@lansa.com

Scope of coverage SUPPORTED	NOT SUPPORTED **
Diagnosis & trouble-shooting for production down	Code Development for customization and enhancements such as upgrade to backend ERP systems, UI changes, new functional features, etc.
Supported platforms (see website) - refer to LANSA Support SLA	Non-supported platforms
Usage: Assistance with "How to" questions within the Commerce Edition front end interface	Development Mentoring
Configuration : Guidance with configuring the Commerce Edition administration interface	Custom configuration and extensions
LANSA licensing: Assistance with installation of LANSA license codes	Optimization and performance tuning

\* some modules may require an additional service pack & fees for custom implementation services based on the customer's current site and specific needs

\*\*Assistance for items marked as not supported in the SLA, is available through our Professional Services.