



SPHERE

SUPPORT POLICY

We are thrilled to have you as a SPHERE Customer!

Product Support Hours:

Our standard support hours are 24 hours a day, 7 days a week, 365 days a year.

Customer Portal

<https://support.sphereco.com>

How To Reach Us:

There are several ways to contact our friendly support team:

Email

support@sphereco.com from your registered email address.

Phone

1-844-SPHERECO | 1-844-774-3732

Issue Levels and Prioritization

URGENCY	CRITICAL	HIGH	MEDIUM	LOW
Priority	1	2	3	4
Description	Software is down, causing a total business disruption.	Software is unusable due to major feature/function failure, is impacting multiple users, and could impact normal business activities.	Software is functional but shows incorrect results or not operating as expected. Issue does not materially affect normal business activities.	Non-critical issues, general questions, informational requests, and help with operational issues that do not affect normal business activities.
Initial Response Time	Within Two Hours	Within Four Standard Business Hours	By the End of Next Business Day	Within Two Business Days

Issue Resolution Goals

Critical Priority Issues: Our team will work 24/7 to attempt to resolve the issue or provide a workaround. Our goal is to restore business continuity as quickly as possible.

High Priority Issues: We aim to resolve high-level issues or deliver a workaround within four (4) business days* to ensure customer business is minimally impacted.

Medium Priority Issues: We aim to provide a resolution or workaround within five (5) business days* from issue creation. However, the actual resolution time will vary depending on the complexity of the problem.

Low Priority Issues: We aim to provide a resolution or workaround within eight (8) business days* from issue creation. However, the actual resolution time will vary depending on the complexity of the issue.

* Issues identified software defects as are passed through Product & Engineering to review the business impact and will be prioritized as an immediate need or for release in subsequent updates. Product improvement requests are exempt from the resolution goals and will be reviewed with implementation based on multiple factors.