



Customer Support Program Overview

DefenseReady Customer Support Plan Overview

Version 2018.04 – Apr 15, 2018

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Introduction

Beginning October 1st, 2017, administration of support for Permuta’s DefenseReady Products will be governed by the terms and conditions of Permuta’s DefenseReady Customer Support Program. This document provides a brief overview of the Customer Support Program as of the date specified on the cover. For additional information regarding the terms and conditions of Permuta’s Customer Support Program including a copy of the latest version, please contact support@permuta.com.

PRIOR VERSIONS

Version	Date	Summary of Notable Changes
2018.01	October 1, 2017	Initial release.
2018.02	January 1, 2018	Incorporated change to terms relating to redemption of rates for advisory and sustainment support. Added SME redemption rate. Added clarifications regarding maintenance of “out-of-the-box” capabilities vs customer specific solutions.
2018.03	March 1, 2018	Minor reorganization Clarification of Rapid On-Site Support Clarification of the Customer Support Request process Adjusted issue quantities. Added clarifications regarding redemption rates.

SUMMARY OF CHANGES INCORPORATED INTO THIS DOCUMENT

Corrected credit issue quantities for Customer Portal.

Clarified expectations for Product Fixes associated with Problem Resolution Support.

Incorporated Product-Fix delivery guidelines.

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DefenseReady Customer Support Program

Permuta's DefenseReady Customer Support Program is designed to be a cost effective, flexible program for Customers to plan, request, receive, and manage support for DefenseReady Products directly from Permuta.

Permuta's Customer Support is a "commercial item," as that term is defined in 48 C.F.R. 2.101, consisting of "installation services, maintenance services, repair services, training services, and other services" for support of "commercial computer software" and "commercial computer software documentation," as such terms are used in 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4.

SUPPORT PLANS

Permuta offers a range of Customer Support Plans which provide access to resources, expertise, and technical support to help Customers achieve functional, operational, and cyber security requirements related to their use of DefenseReady Products.

The following Support Plans are available to support DefenseReady Customers' various goals and objectives:

- **Standard Plan** - included with each Software Subscription or annual Software Maintenance¹ renewal at no additional cost. This plan may be suitable for organizations with 1) mature deployments of DefenseReady Products & Services; 2) limited support budgets; and/or organizations that 3) are not significantly impacted in the event of a service disruption.
- **Silver Plan** - designed for organizations that 1) require periodic maintenance of a customer-specific solution minimally extending of one or two out-of-the-box DefenseReady capabilities and/or organizations that 2) are critically impacted in the event of a service disruption.
- **Gold Plan** - designed for organizations that 1) require periodic maintenance of one or more customer-specific solutions moderately extending one or more of out-of-the-box DefenseReady capabilities; 2) require periodic maintenance of one minimally complex customer-specific capability produced by Permuta; 3) require access to cyber security support; and/or organizations that 4) are catastrophically impacted in the event of a service disruption.
- **Platinum Plan** - designed for organizations that 1) require periodic maintenance of one or more customer-specific solutions extensively extending one or more of out-of-the-box DefenseReady capabilities; 2) require periodic maintenance of one or more moderately complex customer-specific capabilities produced by Permuta; 3) require one or more managed projects in order to implement new capabilities or make major enhancements to existing capabilities; 4) require extensive access to cyber security support; and/or organizations that 5) are catastrophically impacted in the event of a service disruption.

¹ Software Maintenance only applies to "out-of-the-box" DefenseReady capabilities. Software Maintenance does not apply to customer specific solutions or capabilities (Custom Solutions), even if they were produced by Permuta. Custom Solutions produced by Permuta are delivered with customer purpose use rights; therefore, maintenance of Custom Solutions is a customer responsibility; however, customers with enhanced Customer Support Plans may access support services to perform periodic maintenance of Custom Solutions.

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- **On-Board Plan** - designed for new DefenseReady Customers intending to use Products and Services operationally within a 12-month time.
- **Pilot Plan** - designed for potential DefenseReady Customers intending to conduct on operational pilot of DefenseReady Products and Services for qualification, evaluation, and/or comparative purposes.

TYPES OF SUPPORT

Depending on the type of Support Plan, customers may have access to the following types of support:

- **Advisory Support** – Advisory support is available for short-term advice and guidance from one of Permuta’s Subject Matter Experts (SME) for problems not covered with problem resolution support as well as requests for consultative assistance for design, development, deployment and operation issues.
- **Sustainment Support** – Sustainment support includes sustainment planning services, off-site integration test environments, update rollup testing, and periodic on-site support for applying updates and performing major upgrades.
- **Problem Resolution Support (PRS)** – Problem resolution support is available for assistance with resolving problems with specific symptoms encountered while using the Products, where there is a reasonable expectation that the problem is caused by the Products. Problem Resolution Support is limited to off-site troubleshooting assistance, problem identification, and solution recommendation. If Permuta determines a Product Fix is required to resolve a problem, Permuta will initiate a product fix in accordance with Permuta’s established Product-Fix procedures at no cost to the customer.
- **Rapid On-Site Support (ROSS)** – Rapid onsite support is available to resolve Severity Level A (Critical) and 1 (Catastrophic) problems which cannot otherwise be resolved within 48 hours using other commercially reasonable means. Permuta’s ability to provide rapid onsite support is subject to Permuta’s resource availability, and the tasks performed will vary depending on the situation, environment, and business impact of the issue. Permuta will redeem Support Credits to account for travel time at a rate of one Support Credit for each required non-business hour of travel not otherwise accounted for in the support day.
- **Configuration Support** – Configuration support is available for customers requiring minor configuration changes on a short-term basis.
- **Training Support** – Training support is available to support customized curriculum development and to conduct training.
- **Cyber Security Support** – Subject to availability of Permuta resources, cyber security support may be available to support Customer’s cyber security needs in relation to its intended use of the Products.
- **Scheduled On-Site Support** – Scheduled on-site Customer support is available for customers subject to Permuta’s resource availability and the tasks performed will vary depending on the situation, environment, and business impact of the issue. Permuta will redeem Support Credits to account for travel time at a rate of one-half Support Credit for each required non-business hour of travel not otherwise accounted for in the support day.
- **Solution Development Support** – Solution development support is available for customers requiring or engaged in a complex custom solution development effort following commercial best practices.

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- On-Boarding Support** – On-boarding support is available for new implementations and integration services of a new customer.

SIDE-BY-SIDE COMPARISON

To help customers understand the differences between each plan, the table provides a side-by-side comparison of the benefits available with each Customer Support Plans.

Customer Support Plan Side-By-Side Comparison						
Term, Condition, or Limitation	Standard	Silver	Gold	Platinum	OnBoard	Pilot
Minimum Plan Term	12 Months					
Benefit Availability						
Advisory Support	✓	✓	✓	✓	✓	✓
Sustainment Support	✓	✓	✓	✓	✓	✓
Problem Resolution	✓	✓	✓	✓	✓	✓
Rapid On-Site Support	N/A	✓	✓	✓	✓	✓
Configuration Support	N/A	✓	✓	✓	✓	✓
Training Support	N/A	✓	✓	✓	✓	✓

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Customer Support Plan Side-By-Side Comparison						
Term, Condition, or Limitation	Standard	Silver	Gold	Platinum	OnBoard	Pilot
Cyber Security Support	N/A	N/A	✓	✓	✓	✓
Scheduled On-Site Support	N/A	N/A	N/A	✓	✓	✓
<i>Eligible for Managed Projects</i>	N/A	N/A	N/A	✓	✓	✓
Solution Development Support	N/A	N/A	N/A	✓	✓	✓
On-Boarding Support	N/A	N/A	N/A	N/A	✓	✓
Available Response Level						
Severity Level 1	N/A	N/A	✓	✓	✓	✓
Severity Level A.	N/A	✓	✓	✓	✓	✓
Severity Level B.	N/A	✓	✓	✓	✓	✓
Severity Level C.	✓	✓	✓	✓	✓	✓
Rollover Support Credits	N/A	25	50	100	200	200

Customer Support Plan Side-By-Side Comparison						
Term, Condition, or Limitation	Standard	Silver	Gold	Platinum	OnBoard	Pilot
Allowed Number of Approved Requestors (Other than Admins)	N/A	1	2	4	2	2

ENROLLMENT

Customers must be enrolled in the Customer Support Program to receive DefenseReady Customer Support. The following should be considered prior to enrollment:

- **Customer Eligibility.** Only Customers with an active Subscription or Software Maintenance for Products are eligible.
- **Support Plan.** Permuta offers a range of Support Plans which provide access to resources, expertise, and technical support to help Customers achieve functional, operational, and cyber security requirements related to its use of DefenseReady Products.
- **Support Plan Selection.** Included with each Subscription or Software Maintenance, at no additional cost, is automatic enrollment in the Customer Support Program under a “Standard” Support Plan. Customers may select an alternative Support Plan that best aligns with their intended use of DefenseReady Products. Support Plan selection shall be specified with the purchase of a new Subscription or Software License Purchase and at renewal of an existing Subscription or Software Maintenance and apply to all products added to a Subscription or installed in the customer’s operating system environment. By selecting an alternative Support Plan, Customers agree to the terms, conditions, limitations, and fees that may apply to the selected Support Plan.
- **Customer Support Coordinator.** Permuta will designate a Primary and Secondary Customer Support Coordinator to administer and coordinate Permuta’s responsibilities associated with Customers’ Support Plan.
- **Enrollment Administrators.** Customer shall designate two contacts to serve as the Primary and Secondary Enrollment Administrators to manage Customer’s responsibilities associated with its Support Plan.
- **Approved Requesters.** Customers shall designate Approved Requesters in accordance with the terms of the selected Support Plan. Approved Requesters are presumed to have the authorization authority to request Support Tasks.

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SUPPORT CREDITS

In accordance with the Terms and Conditions of the DefenseReady Customer Support Program, Permuta will issue Customers Support Credits redeemable for Support Tasks. Credits may be redeemed for 1) Support Tasks or 2) Managed Customer Support Projects.

Quantity of Support Credits issued per Unit of each Applicable Product Type by Support Plan						
Product Type	Standard	Silver	Gold	Platinum	OnBoard	Pilot
Operating System Environment Subscriber License	36	120	240	480	2400	1800
User Subscriber License / Basic User CAL	0.03	0.22	0.36	0.52	1.03	5.15
Member Subscriber License / Essential CAL	0.012	0.022	0.036	0.052	0.103	0.515
Data Integration (CHS Only)	12	12	18	24	40	40
Customer Portal (CHS Only)	36	72	144	216	360	240

CUSTOMER SUPPORT REQUEST PROCESS

Customers' access to Permuta's expertise and technical support will be administered by Permuta's Customer Support Coordinators in accordance with Permuta's Support Request -- Work Order -- Managed Project process.

At no additional cost, Permuta may provide tools, resources, and software to facilitate the Support Request Process.



SUPPORT REQUESTS

Permuta provides a 24/7 support-desk, accessible via phone, email or at <http://support.permuta.com>. Eligible customers access support by initiating a Customer Support Request via the 24/7 support-desk.

Support Requests identified as Problem Resolution Support will automatically be routed through Permuta's Multi-Tier Problem Resolution Process.

Access to all other support will be administered by the assigned Customer Support Coordinator who is responsible for ensuring eligible customers receive timely access to the support requested.

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WORK ORDERS

Support Requests not otherwise handled via the Multi-Tier Problem Resolution Process will be accommodated following the Support Task Work Order Process.

The Support Task Work Order Process involves the series of steps required to provide the customer access to the support required to achieve a stated objective. The relevant tasks, conditions, and standards will be captured in a Work Order prepared by the Customer Support Coordinate and approved by a Request Approver as designated by the Customer’s Enrollment Administrator.

Upon receipt of a Support Request and confirmation of Customer eligibility, Permuta will automatically proceed with the necessary activities required to prepare a Work Order. As the activities required to prepare a Work Order are resource intensive, Support Requests requiring the preparation of a Work Order will result in the automatic redemption of two credits for each Work Order prepared.

An estimated Level of Effort as determined by Permuta must be approved prior to executing the Work Order. However, the final Credit Redemption Quantity for each Work Order will be determined by the actual effort in accordance with the Discipline Credit Redemption Rates.



The table below identifies commercially reasonable response time expectations that will serve as the guideline for both Permuta and the customer throughout the execution of the Support Task Work Order Process.

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Severity Level 1: Catastrophic business impact	<p>Work orders for Severity Level 1 Support must originate from Severity Level 1 Problem Resolution Support Request.</p> <p>Customers must be eligible for Severity Level 1 support.</p> <p>Work orders for Severity Level 1 Support Requests will be limited to the following types of tasks: Advisory Support, Sustainment Support, Rapid On-Site Support, Configuration Support, and Cyber Security Support.</p> <p>Permuta will accept an Authority to Proceed from Authorized Requesters or a Customer Sr. Manager or change control authority.</p> <p>Authorization may be provided over the telephone or via email without immediately requiring a signature.</p>	<ul style="list-style-type: none"> • Upon determination a Work order is required, Permuta may provide a best-guess level of effort over the phone to which an acceptable approval authority may provide an Authorization to Proceed. • Once verbal Authorization to Proceed is provided, Permuta will work continuously to prepare and submit a work order for customer to approve electronically as soon as possible • If requested, Permuta will endeavor to provide Rapid On-Site Support within 48 hours and no less than 72 hours. • Permuta will work continuously to execute other support tasks. 	<ul style="list-style-type: none"> • Customer will work continuously to approve work order as soon as possible. • Customer will work continuously to provide guidance, support, and access to resources as required during execution of support tasks. • If required, customers will take all preparation measures requested by Permuta prior to projected arrival of On-Site Support. • Customer will work continuously to verify successful execution of support tasks.
Severity Level A: Critical business impact	<p>Work orders for Severity Level A Support must originate from a Severity Level A Problem Resolution Support Request.</p> <p>Work orders for Severity Level A Support Requests will be limited to the following types of tasks: Advisory Support, Sustainment Support, Rapid On-Site Support, Configuration Support, and Cyber Security Support.</p> <p>Permuta will accept an Authority to Proceed from Authorized Requesters or a Customer Sr. Manager or change control authority.</p> <p>Authorization may be provided over the telephone or via email without immediately requiring a signature.</p>	<ul style="list-style-type: none"> • Upon determination a Work order is required, Permuta will work continuously to prepare and submit a work order for customer to approve electronically as soon as possible. If electronic approval is not viable, verbal authorization to proceed will be accepted. • If requested, Permuta will endeavor to provide Rapid On-Site Support within 72 hours. • Permuta will work continuously to execute other support tasks. 	<ul style="list-style-type: none"> • Customer will work continuously to approve work order as soon as possible. • Customer will work continuously to provide guidance, support, and access to resources as required during execution of support tasks. • If required, customers will take all preparation measures requested by Permuta prior to projected arrival of On-Site Support. • Customer will work continuously to verify successful execution of support tasks.

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Severity	Limitations	Permuta's Expected Response	Customer's Expected Response
Severity Level B: Moderate business impact	<p>Work orders for Severity Level B Support must originate from a Severity Level B Problem Resolution Support Request.</p> <p>Work orders for Severity Level B Support Requests will be limited to the following types of tasks: Advisory Support, Sustainment Support, Rapid On-Site Support, Configuration Support, and Cyber Security Support.</p>	<ul style="list-style-type: none"> • Upon determination a Work Order is required, Permuta will initiate a work order and request verification of the customers objective within 8 business hours. • Upon customer's verification of the business objective, within 8 business hours, Permuta will determine a level of effort and submit it to the customer for authorization to proceed OR inform the customer additional time is required and provide a new estimated date and time of submission. • If requested, Permuta will endeavor to provide Rapid On-Site Support within 5 business days. • Permuta will work to complete tasks in accordance with the estimated completion dates identified in the approved work order. 	<ul style="list-style-type: none"> • Customer will verify business objective within 8 business hours upon receiving the request for verification. • Customer will provide an authorization decision within 16 business hours upon receiving a request for authorization to proceed. • If requested, customers will take all preparation measures requested by Permuta prior to projected arrival of On-Site Support. • Customer will endeavor to provide timely guidance, support, and access to resources as required during execution of support tasks. • Customer will provide verification of successful execution of work order tasks within 16 business hours of being requested.
Severity Level C: Minimum business impact Or Routine Support	<p>Work orders for Severity Level C Support Requests will be limited to the following types of tasks: Advisory Support, Sustainment Support, Configuration Support, Training Support, Cyber Security Support, Scheduled On-Site Support, Solution Development Support, and On-Boarding Support.</p>	<ul style="list-style-type: none"> • Upon determination a Work Order is required, Permuta will initiate a work order and request verification of the customers objective within 16 business hours. • Upon customer's verification of the business objective, within 16 business hours, Permuta will determine a level of effort and submit it to the customer for authorization to proceed OR inform the customer additional time is required and provide a new estimated date and time of submission. • Permuta will work to complete tasks in accordance with the estimated completion dates identified in the approved work order. 	<ul style="list-style-type: none"> • Customer will verify business objective within 16 business hours upon receiving the request for verification. • Customer will provide an authorization decision within 24 business hours upon receiving a request for authorization to proceed. • If requested, customers will take all preparation measures requested by Permuta prior to scheduled arrival of On-Site Support. • Customer will endeavor to provide timely guidance, support, and access to resources as required during execution of support tasks. • Customer will provide verification of successful execution of work order tasks within 72 business hours of being requested.

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MANAGED PROJECTS

In consideration of scale, complexity, and organizational risk, Permuta may require Work Orders be performed as Managed Customer Support Projects (“Managed Projects”), allowing for the extensive planning and coordination required to achieve a successful outcome. Managed Projects will be used to deliver to the Customer mutually agreed to deliverables (“Deliverables”) addressing requirements related to the Customer’s DefenseReady goals and objectives.

On-Boarding, Pilot and Solution Development Implementation Support will automatically be performed as Managed Projects.

In accordance with the Terms and Conditions of the DefenseReady Customer Support Program, Customers will allocate fixed quantities of Credits to be redeemed for Managed Projects.

REPORTING

Permuta will provide Customer Support Program Utilization reports monthly. At a minimum, reports will contain support task information including credit redemption quantities and balances.

SUPPORT CREDIT REDEMPTION RATE

The following Support Credit Redemption Quantities will apply to Support Tasks administered under the Support Plan Agreement:

Support Task Type	Redemption Rate Unit	Support Credit Redemption Rate
Advisory Support	Hour	See Discipline Rate
Sustainment Support	Hour	See Discipline Rate
Problem Resolution Support	Case / Incident	1 ²
Rapid On-Site Support	Person Day ³	during business hours: 10; off-hours, weekends & holidays: 15
Configuration Support	Hour	See Discipline Rate
Training Support	Hour	See Discipline Rate

² Under certain circumstances, credit redemption rate will be based on Discipline Rate or other factors. Permuta assumes customer’s environment is configured in accordance with standard guidance or recommended best practices and the customer will make certain information available that is required for the problem resolution process. In the event the customer’s environment does not comply with standard guidance or best practices, information is not made available, or otherwise does not provide commercially reasonable assistance in the problem resolution process, credit redemption rate will be based on the actual effort required to resolve the problem in accordance with Discipline Rates. If the issue is determined to be an issue with the product and requires a Product Fix to resolve, the Customer will not be required to redeem the credit associated with the PRS incident.

³ Person Day is consists of 1 person up to and not exceeding 6 hours at a customer designated location.

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Support Task Type	Redemption Rate Unit	Support Credit Redemption Rate
Cyber Security Support	Hour	See Discipline Rate
Scheduled On-Site Support	Person Day ³	during business hours: 6; off-hours, weekends, & holidays: 10
Solution Development Support	Managed Customer Support Project	FFCRAQ
On-Boarding Support	Managed Customer Support Project	FFCRAQ
Work Order Preparation	Request	2

For support request types without a pre-defined Credit Redemption Rate, Permuda will apply the following Discipline Credit Redemption Rates (CRR) when determining a final Credit Redemption Quantity for a given support request:

Customer Support Discipline	Credit / Hour
Program Management	1.3 / Hour
Training	0.8 / Hour
Business Process Analysis	0.8 / Hour
Requirements and Configuration	0.8 / Hour
Custom Coding	1 / Hour
Quality and Testing	0.8 / Hour
Infrastructure	1.2 / Hour
Integration and Interfaces	1.2 / Hour
Data Migration	1.2 / Hour
Cyber Security	1.5 / Hour
Subject Matter Expert	1.5 / Hour

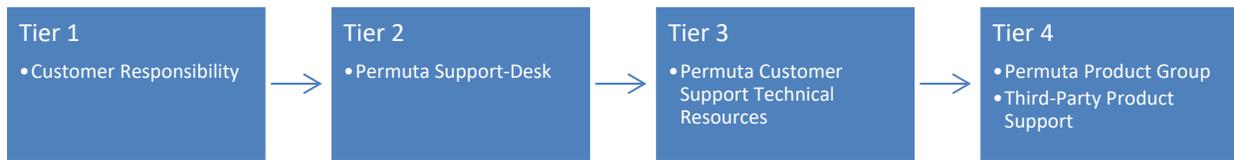
For Managed Customer Support Projects, Permuda will use its standard estimation methodology to determine a Firm-Fixed Credit Redemption Allocation Quantity (FFCRAQ) that will be allocated to the Managed Customer Support Project. To assist customers in determining the reasonableness of the Credit Redemption Quantity, Permuda will provide a detailed basis for the FFCRAQ.

MULTI-TIER PROBLEM RESOLUTION PROCESS

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Problem resolution support is achieved following a multi-tier problem resolution process which allows for problems to be gradually escalated until a solution is identified.



24/7 SUPPORT DESK

As a benefit of our DefenseReady Support Plans, Permuta provides a 24/7 helpdesk, accessible via phone, email or at <http://support.permuta.com>. Eligible customers may submit Support Requests, which are assigned to our experienced support team for prompt resolution. Customers typically use this service to supplement an existing government operated service desk for Tier 2 or Tier 3 case escalation.

RESPONSE LEVELS

When submitting a Support Request, the Customer is responsible for specifying the initial severity level in consultation with Permuta in accordance with the Customer’s situation. Customers can request a change in severity level at any time. The Support Request severity level will determine Permuta’s expected response and Customer’s expected response as identified in the table below.

Severity	Situation	Permuta’s Expected Response	Customer’s Expected Response
Severity Level 1: Catastrophic business impact <i>Submission via phone only</i>	<ul style="list-style-type: none"> Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention 	<ul style="list-style-type: none"> 1st call response in 1 hour or less Permuta’s resources at Customer site as soon as possible Continuous effort on a 24x7 basis Rapid escalation within Permuta to product teams Notification of Permuta’s senior executives 	<ul style="list-style-type: none"> Notification of Customer senior executives Allocation of appropriate resources to sustain continuous effort on a 24x7 basis Rapid access and response from change control authority
Severity Level A: Critical business impact <i>Submission via phone only</i>	<ul style="list-style-type: none"> Significant loss or degradation of services Needs attention within 1 hour 	<ul style="list-style-type: none"> 1st call response in 1 hour or less Permuta’s resources at Customer site as required Continuous effort on a 24x7 basis Notification of Permuta’s senior managers 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort on a 24x7 basis Rapid access and response from change control authority Management notification
Severity Level B: Moderate business impact <i>Submission via phone or web</i>	<ul style="list-style-type: none"> Moderate loss or degradation of services but work can reasonably continue in an impaired manner Needs attention within 4 Business Hours 	<ul style="list-style-type: none"> Initial response in 4 Business Hours or less Effort during Business Hours only 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain Business Hours continuous effort Access and response from change control authority within 4 Business Hours

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Severity	Situation	Permuta's Expected Response	Customer's Expected Response
Severity Level C: Minimum business impact <i>Submission via phone or web</i>	<ul style="list-style-type: none"> Substantially functioning with minor or no impediments of services. Needs attention within 8 Business Hours 	<ul style="list-style-type: none"> Initial response in 8 Business Hours or less Effort during Business Hours only 	<ul style="list-style-type: none"> Accurate contact information on case owner Responsive within 24 hours

Permuta may downgrade the severity level if the Customer is not able to provide adequate resources or responses to enable Permuta to continue with problem resolution efforts.

PRODUCT FIXES

In the event Permuta determines a product fix is required to resolve a problem, Permuta will endeavor to provide a timely fix in accordance with the following guidelines.

Severity	Product-Fix Delivery Guideline
Severity Level 1: Catastrophic business impact	<ul style="list-style-type: none"> Permuta will recommend a viable short-term work-around as soon as possible upon determining a product fix is required. If a work-around is identified and successfully implemented, the severity will be reassessed. If a viable work-around is not identified or if the severity is not downgraded after implementing a work-around, Permuta will endeavor to deliver a product fix within five calendar days upon determining a product fix is required.
Severity Level A: Critical business impact	<ul style="list-style-type: none"> If not previously attempted, Permuta will recommend a viable short-term work-around within 3 hours upon determining a product fix is required. If a work-around is identified and successfully implemented, the severity will be reassessed. If a viable work-around is not identified or if the severity is not downgraded after implementing a work-around, Permuta will endeavor to deliver a product fix within 10 calendar days upon determining a product fix is required. If 10 calendar days results in a catastrophic business impact, eligible customers may request the severity be upgraded to Severity Level 1.
Severity Level B: Moderate business impact	<ul style="list-style-type: none"> If not previously attempted, Permuta will recommend a viable short-term work-around within 8 business hours upon determining a product fix is required. If a work-around is identified and successfully implemented, the severity will be reassessed. If a viable work-around is not identified or if the severity is not downgraded after implementing a work-around, Permuta will endeavor to deliver a product fix within 30 calendar days upon determining a product fix is required. If 30 calendar days results in a critical business impact, eligible customers may request the severity be upgraded to Severity Level A.
Severity Level C: Minimum business impact	<ul style="list-style-type: none"> If not previously attempted, Permuta will recommend a viable short-term work-around within 8 business hours upon determining a product fix is required. Permuta will endeavor to deliver a product fix within 90 calendar days upon determining a product fix is required.