



Subject: TS support Policy
7/25/07

Recently some customers have expressed confusion over our support & maintenance policy at Trans-Soft. Therefore we feel it is a good time to clarify our policy and procedures. Many of you are aware of them, however we are sure that some of you have never seen the policy as written into your service contracts. Over 50% of recent phone calls have been training related, not support issues. Our support agreement was never intended to replace training. Always consult with your in house expert or trainer first.

Listed below are the terms of the agreement. Please note the definitions of each Priority type call and how it is responded to.

Priority 1 issue: Immediate assistance required. Call TS immediately. If afterhours select tech support extension

Priority 2 issue: Non-emergency issue, but customer requires call back soon. Customer has already reviewed instruction manual or spoken with supervisor. (See details below)

Priority 3 issue: Non-critical issue. A support ticket should be created through our online help desk.

2.2 Hotline Support Services

Hotline Support is provided to assist our customers when they have problems or questions concerning their computer systems. It is primarily a problem-solving desk and is not intended to be used to train customer personnel. Training requests should be submitted to the support department and will be forwarded to the appropriate personnel.

2.2.1 Call Processing Procedures

When calling our support desk, users will reach the Support Coordinator (SC). The SC logs each call into our customer service system and refers the call to the Support Team responsible for the account. The SC assigns a call number to the call and a priority code based on the urgency of the problem. The SC provides the caller with the call number for the issue to facilitate follow-up.

A Support Analyst is responsible for returning the call as soon as possible to answer the question or solve the problem. If the Support Analyst is not able to solve the problem, the call is escalated to the appropriate resource.

2.2.2 Service Call Priorities

Our customer service system is designed to assign priorities to service requests based upon the urgency of the problem. The following is a description of those priorities and Trans-Soft's response objectives:


Priority 1. Urgent call, respond immediately. (Maximum response time: 1 hour)

Examples include:

- System is down and no one can log on
- Order entry personnel cannot enter orders
- Invoices can't be printed
- Dispatchers cannot dispatch jobs

Priority 2. Non-urgent call but customer needs assistance, respond as soon as possible.
(Response time objective: 4 hours)

Examples include:

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- Need assistance rating an invoice for customer
- Need assistance entering a carrier rate tariff

Priority 3. Non- urgent call, respond when possible (Response time objective: 1 day)

Examples include:

- Questions regarding Report Wizard
- Procedural questions not critical to processing an order or a delivery
- Requests for custom programming
- Requests for assistance setting up new hardware

Trans-Soft support personnel make every effort to service all calls as soon as possible. The above response times represent our performance objectives. If an analyst is not able to respond to a call within the performance guidelines, the SC is instructed to call the customer and let them know the situation and give them a projected time of response.