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1 Background and Description

Converge Design, LLC (Converge) is a verified SOLIDWORKS Reseller who provides value added support and expertise for the Customer. In order to delineate and communicate scope for each party, Converge has developed this "Service Level Policy" document that can be easily shared with the Customer, as needed, to explain applicable service levels and responsibilities for Converge and the Customer.

In all cases, the Customer's first point of contact for any technical support issue or outage should be through the Converge help desk system. Through the Converge help desk, Converge's Support Representatives are responsible for providing the customer with Tier 1 Support as described in, but not limited to this document. The Converge Support Representative will triage, support, and troubleshoot the Customer's reported issue or outage as outlined in this document prior to escalating the issue or outage to Converge Partners.

2 Referenced Documents

- [Converge Design Terms and Conditions](#)
- [SOLIDWORKS Subscription \(SWX\) - SOS](#)
- [3DEXPERIENCE Subscription \(3DX\) - SOS](#)

3 Calendar and Operating Hours

Business Hours and Business Days

- Monday - Friday: 8:00 AM – 8:00 PM Eastern Time
- Friday 8:00 PM - Monday 8:00 AM: Critical Only

Converge operates on Eastern Time (UTC -5) (GMT - 5) and observes Daylight Savings (UTC -4) (GMT -4) when in effect. All United States Federal Holidays are observed.

4 **Definitions**

Tier 1 Support

- Provider: Converge Support as a Reseller.
This is the initial support level for customers paying for Converge Services. Converge Support Representatives are the first point of contact for customers reporting an issue or adding/removing services.

Tier 2 Support

- Provider: Converge Partners.
This second level of support is available only to Converge. Tier 2 support is initiated after Converge has triaged the reported issue or outage.

Tier 3 Support

- Provider: SOLIDWORKS Corporate Support.
This third level of support is reserved for Converge itself. Tier 3 support is initiated after Converge has triaged the reported issue or outage.

Response Time

The time between the receipt of an issue and its initial confirmation via support ticket reply, email, or other means.

Resolution Time

The time between the initial confirmation of an issue or outage and the start of actions that will, in good faith, rectify the issue or restore service.

Compound Time or Compounded Time

The sum total of response and resolution time when an issue or outage is escalated from Tier 1 to Tier 2 or Tier 3 support.

Ticket

A communication documented in the Converge support system (Help Desk/Support Desk/Ticketing system) for each unique issue or outage.

5 **Determination of Priority**

Converge reserves sole discretion in assigning priority of a reported issue or outage. Converge will reasonably attempt to establish an appropriate priority from the information communicated or by requesting information in its response.

6 Response Time

Converge Response and Resolution Time

- Tier 1 Response time starts when Converge receives communication from the Customer.
- Tier 2 & 3 response time starts when Converge escalates the issue to the respective provider.
- Tier 1 Resolution time is measured from the first response until the issue is resolved unless escalated to Tier 2 or 3 support, in which case the Resolution time includes Converge's resolution time plus that of the Tier 2 or 3 provider.

Tier 1 (Converge) Priority, Response Time, and Resolution Time

Priority	Description	Response Time	Resolution Time
CRITICAL	The Converge services suffer an error or disruption that has: (a) Significant impact to the production environment (b) Major disruption to business EXAMPLES: -Network or Standalone license errors -Block access for customer's ex-employee request	1 hour	4 hours
HIGH	The Converge services suffer an error or issue that has: (a) Measurable impact to the production environment (b) Moderate disruption to business, or (c) No immediate workarounds available. EXAMPLES: -Remotely deactivate license request -SW crashes on open -Reset VDI credentials request -Reset VPN credentials request -PDM connectivity errors -SNL reactivation request -Add new VPN Client user(s) request	6 hours**	1 Business Days
MEDIUM	The Converge services suffer an error or issue that has: (a) limited impact to the production environment (b) minor disruption to business, or (c) easily implemented workarounds. EXAMPLES: - SW/PDM install help request - PCAM/MCAS Request	1 Business Day**	2 Business Days
LOW	The Converge services suffer an error or issue that has: (a) No impact to the production environment (b) No disruption to business EXAMPLES: - General inquiry - SW information request - SW enhancement request - Hosted Infrastructure change request - Cancellation request - Document request - Block Of Time requests	1 Business Day**	5 Business Days

** Except for CRITICAL issues, support requests received by Converge after 5pm EST shall be deemed received at the start of the next Business Day.

Tier 2 (Converge Partner's) Response Time, and Resolution Time

Converge's Partners' Response and Resolution times (EpiGrid and SOLIDWORKS) are pursuant to their own published SLAs and are not controlled by Converge.

7 Scope of Response and Resolution

Converge will resolve each reported error or issue with Converge services by using commercially reasonable efforts to provide one or more of the following:

- A patch or fix as necessary
- A reasonable workaround for the error or issue
- If neither (i) nor (ii) are feasible, a specific action plan detailing how Converge intends to address the issue and an estimate of how long it may take to correct or work around it.

If a permanent repair is not possible, a temporary resolution (bypass and recovery) will be implemented to the extent possible.

The Customer agrees to use commercially reasonable efforts to assist and provide information to Converge as needed to replicate and resolve errors or issues with Converge services.

If Converge reasonably determines that the Customer's issue or outage is not caused by Converge or its systems, equipment, or software, nor constitutes a material failure by the Converge services to function as intended, Converge is not obligated to provide support. However, Converge will, if possible, offer suggestions to help the Customer resolve the problem.

8 Ticket Flow, Escalation, Auto-Acknowledgement

Ticket Flow

Communication of an issue or outage should be submitted as a Ticket to the Converge Help Desk.

- Tickets submitted via email will have an initial Priority of "Medium."
- Tickets raised via any other means, except for the escalation of an existing ticket, will have an initial Priority of "Low."

Escalation

Methods and modes of escalation communicated to Partners are at the sole discretion of Converge.

Auto-Acknowledgement

The Auto-Acknowledgement email generated when a ticket is created by the Converge Help Desk confirms receipt of the Customer's reported issue/outage to Converge's Help Desk. It does not constitute acknowledgement by the Converge Support Representative as it relates to the "Resolution Time" defined above.