HORIZON SOFTWARE

Statement of Technical Support Services

Customer Support Information and Service Level Guidelines (K-12)

Changes are periodically made to the information contained in the *Statement of Technical Support Services: Customer Support Information and Service Level Guidelines*. Updates will be distributed as necessary.

Please send any comments on this document to the following address:

Horizon Technical Support
Horizon Software
2850 Premiere Parkway, Suite 100
Duluth, GA 30097
Telephone: (770) 554-6353 or (800) 741-7100

This document may not be reproduced in whole or in part in any form without written permission.

All other product names referenced are believed to be trademarks or registered trademarks or service names of their respective companies.

Contents

1 Introduction

Welcome to the Horizon Statement of Technical Support Services. This document outlines the support services you receive in exchange for your annual fees and explains how best to utilize these services. Service level guidelines, escalation procedures, and the general processes used within Horizon Technical Support are also described. This document is not intended to explain every item that Horizon Technical Support does or does not cover.

Our Commitment to Support

We appreciate the partnership that Horizon shares with our Customers. At Horizon, we understand that the Customer's success may depend on how effectively the Customer can put our products to work. Sharing information, being responsive as well as accessible, and working through problems and solutions together are an important part of our commitment to providing an effective, comprehensive support program.

Horizon Technical Support strives to provide superior service that empowers and promotes success to our Customers. Support Technicians across all product teams adhere to the following principles which comprise the foundation of our core beliefs:
- Focus on outstanding quality of service
- Uncompromising integrity
- Utmost respect and attentiveness to our Customers
- Commitment to ongoing technical expertise and product knowledge

2 Horizon Technical Support Center Procedures - How Support Works

The processes and procedures used by Horizon Technical Support help to ensure that each support request is handled in the most efficient, thorough, and professional manner possible, while providing a high level of Customer satisfaction.

2.1 When Is Support Available?

- Technical Support in Horizon offices is staffed from 6 AM to 6 PM Eastern Time, Monday through Friday, except on the U.S. holidays listed below.
- Horizon Software offices are closed on the following U.S. holidays: New Year's Day and the day before, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Eve, and Christmas Day.
- Home phone or cell phone numbers of Horizon Software Technical Support team members will not be distributed.
- Cases may be submitted via the Horizon web site during normal business hours and unplanned emergency situations (e.g., weather-related shutdown of a Horizon office).

2.2 Who Is Supported?

All Customers current in their annual fees are supported.

2.3 Telephone Support

Horizon provides high-quality support via telephone to help the Customer make the best use of their investment in Horizon products. Our goal is to track and route calls to the first available Support Technician to provide the highest level of Customer satisfaction.

Telephone support is the recommended way to get the quickest response from Horizon Technical Support as outlined in Section 3 (Service Level) of this document.

2.4 Web-Based Support - The Horizon Customer Portal

Support cases may be created using the Horizon Customer Portal on the Horizon corporate website. Cases created over the web will be responded to as outlined in Section 3 of this document. Customers can track and update their current cases as well as add attachments via the Horizon Customer Portal.

Note: Only non-critical requests should be submitted through the Horizon Customer Portal. The Horizon Customer Portal service level commitments are based on the time the case was created.

To access the Horizon Customer Portal system, you must obtain a Horizon user ID and password. If you do not have an ID and password, please call Horizon Technical Support to obtain one.

Once you have an ID and password, go to Horizon's Customer Portal. Just enter the ID and password to log in, and you will see options where you can submit a new case or view an existing case.

2.5 Contacting Horizon Technical Support

Horizon Technical Support is available to assist with and help resolve Horizon application and product issues for all Horizon Customers current in annual fees.

NOTE: Critical support needs should always be phoned into Horizon Technical Support.

- Via Phone for all Horizon Support Teams: **(770) 554-6353 or (800) 741-7100**

- Via the Internet: Horizon's Customer Portal
  The Horizon Customer Portal provides immediate access to the Customer's support activity at Horizon. The Horizon Customer Portal forms an important link between your operation and our support center. Every contact made with Horizon Technical Support is logged and tracked online. You can view the status of the site's issues in real-time as well as insert notes and additional technical information directly into cases, to share with Support Technicians.

Upon contacting Horizon Technical Support, a case will be created within the Horizon case-tracking system where all information and details related to the reported issue will be documented. The information contained in each case is freely available to Customers current in their annual fees.

2.6 Who Can Call?

Customers shall designate in writing to Horizon no more than two (2) technical contacts to request and receive support services from Horizon. Horizon's case-tracking database has designated a Primary Contact(s) linked to each Customer site. Primary Contacts are required to be knowledgeable about the installed Horizon products at the Customer site and how they are used in the Customer-specific environment.

Horizon Technical Support should be notified if the Customer needs to change their contact or site information. This is necessary to ensure we maintain accurate and complete contact information for all sites. Please be prepared to provide the following details:

- Company/Site Name
- New Contact Name (to be added) and/or Former Contact Name (to be removed)
- Title
- Address
- Phone, Fax, and E-mail Information

2.7 Before You Call

Telephone support is the best way to get the quickest response from Horizon Technical Support, especially for urgent issues. Non-critical issues can be reported via the Horizon Customer Portal on the Internet. The guidelines below will help you make the most effective use of Horizon Technical Support and help us resolve issues quickly and accurately.

If something isn't working the expected way, we recommend that you explore the problem to assess whether it's something you can readily resolve. The following are suggestions to try:

- Verify that the problem is related to the Horizon application. The problem may be with the network, power, third-party software, or interfaces in which case the appropriate vendor for support will need to be contacted.
- Attempt to reproduce the problem.
- Check the obvious things like cabling, power, login information, etc.
- Review all relevant documentation, including any manuals and application help.
- If the problem is reproducible, check to see if any changes have recently taken place in the operating environment that might be responsible for the problem.
- Note any error messages you're getting.

2.8 When You Call

When you contact Horizon Technical Support, please provide the following information when working with the Support Technician:

- The name of the Horizon application module (e.g., Point of Sale (POS), Free and Reduced Online, Back of House).
- The version of the application.
- A description of the issue including expected results versus actual results. This is key in assisting Horizon Technical Support in setting the priorities as outlined in Section 3.2 (Case Priorities).
- The actions you tried to resolve the issue.
- The relevant documentation such as log files and screen shots.
- The exact error messages.
- A specific site contact, whether it be the caller or another Customer contact, for Horizon Technical Support communication. This should include all phone numbers, including cell, and e-mail information to facilitate issue communication.
- If a call back from Horizon Technical Support is required, any time frame limitation on when not to call.

2.9 Case Number

Each Customer support request that comes into Horizon Technical Support, by any medium (phone or via the Horizon Customer Portal on the Internet), is logged into our case-tracking system and assigned a case number. This unique identifier enables the Customer and our Support Technicians to track issues until the problem is resolved. It is important to record this number for reference in the event a status update is required, or you have additional information or questions regarding the case.

2.10 Case Resolution - Assistance from Other Areas

After a case is created, the Support Technician will attempt to resolve the issue. If the issue cannot be resolved in a timely manner, the case will be escalated to a senior- level Support Technician or another Horizon team such as Development. Resolution times vary but are estimated depending on priority as defined in Section 3 (Service Level) of this document.

The Support Technician will commit to a follow-up action with the Customer on the case including any changes in status.

Due to the complexity of issues that are normally worked on by senior-level Support Technicians and the Development group, resolution-time guidelines are no longer in effect upon escalation. However, while the guidelines may no longer apply, we will still work for an expedient resolution – particularly for those issues of highest urgency.

2.11 Case Closure/Resolution

The following criteria will be used to determine when a support issue can be closed:

- A solution is provided to the Customer to implement.
- A fix is implemented by a Support Technician.
- The Customer fails to respond to multiple communications from Horizon.
- A product enhancement request, submitted via the case, has been approved or rejected by Horizon's Development team. If approved, the enhancement will be in a future release.
- It is determined that the issue is not due to the Horizon product but to external issues beyond Horizon's control and influence.

From time to time, the need arises to reopen a previously closed case within the Horizon case-tracking system. Horizon Technical Support may choose to reopen a case previously closed or open a new case with reference to the previous case number.

3 Service Level

This section reviews the Response and Resolution Time goals for Horizon Technical Support. Response and resolution times are measured guidelines that define how quickly Horizon Support initially responds to a request for assistance, and the total duration of time required to complete the request for assistance.

3.1 Response Time

The average time that it takes the Support Technician to contact the Customer after the case is created in Horizon's case-tracking system.

If the Customer requests a specific Support Technician when a case is created, response-time standards do not apply.

Initial Response Time Goals for Standard Support:

Priority Code	Client Impact	Initial Contact with Support Contact Goal
Level 1	Business Halted/ Critical	These are worked immediately as they come in with a maximum of 4 business hours initial response time, unless submitted via the customer portal, which may extend response time up 1 business day.
Level 2	Business Impacted/High	Within 1 business day initial response time
Level 3	Non-Critical Request/Low	Within 5 business days initial response time

3.2 Case Priorities

All cases created by Horizon Technical Support will be assigned a priority level indicating the magnitude of the Customer issue. Service-level standards and measurements are based on the priority assigned to a case.

Please note that the descriptions and examples below are not intended to define absolutely the criteria by which priority assignments are made.

Priority Level	Explanation
Level 1	Business Halted: A problem with the Services that prevents the client's ability to complete critical business functions. • Services are down • Inability to complete state/federal requirements • Database corrupted • Error message(s) on manager's machine or POS terminals which reflect an error that will halt the client's or its customers business.
Level 2	Business Impacted: Issues or questions that affect a person or group at the client site. A workaround has been identified so the person or group can use the Services to perform their job. • Backup problem • Data not syncing • Reports or letters not generating • Calculations are incorrect • Import does not work
Level 3	Non-Critical/Request: Non-critical issues or questions that need a response but are not time critical. Requests for information/action that is not urgent. • Might be addressed through knowledgebase article • Might be process related

3.3 Resolution Time

Horizon Technical Support strives to deliver a resolution in as expedient a time frame as possible. Expected resolution time is different for each situation or issue. The Support Technician will work with the Customer to evaluate the problem being encountered and determine the appropriate priority assignment and thus a resolution time target.

Target resolution time indicated is for the primary issue to be resolved. However, the case may remain open for monitoring and verification purposes.

Target resolution time based on priority:

Priority Level	Target Resolution Time
Priority 1	Provide a temporary work around by the start of the client's next business day or 72 hours after initial report, whichever is sooner. Diligently pursue error correction for the Services and provide within no later than 90 days after initial report time.
Priority 2	Provide a temporary work around within 10 business days after the initial report time. Make commercially reasonable efforts to pursue error correction for the Services and provide no later than next release or 120 days after reporting the error, whichever is longer.
Priority 3	Provide error correction for the Services on a mutually agreed upon date, provided that the date will be no earlier than the next release or 180 days after reporting of the error, whichever is longer.

Issues causing a suspension of resolution time tracking may include:

- Tasks requiring additional information from the Customer including copies of databases, reports, or logs
- Implementation of changes that require remaining in a monitoring state for an extended period before confirmation of resolution (e.g., a problem with End–of-Month reporting)
- Escalation to Customer IT
- Delays due to unavailability of Customer server remote access
- Escalation to Development for further research
- Hardware repair dispatch
- Programming or consultation issues that require the scheduling of resources not normally available in Technical Support
- Feature enhancement requests

The Support Technician will commit to a follow-up action with the Customer on the case including any changes in status.

3.4 Customer Escalation of Issues

Horizon wants all Customer experiences to be positive. If you are dissatisfied or concerned about a case's progress, you can escalate the issue to a Support Supervisor/Manager when calling in on the support line.

If the issue is still not resolved, you can request further escalation when calling in on the support line to:

- Technical Support Supervisor
- Director of Technical Support
- Vice President, Customer Care

4 Scope of Support

The following outlines the scope of activities for the Horizon Technical Support teams. Refer to https://www.horizonsoftware.com/ for specific K-12 products supported.

Y = Responsibility of Horizon Technical Support and/or the Customer
N = Not a responsibility of Horizon Technical Support and/or the Customer
N/A = Not applicable
B = The activity is out-of-support scope and not covered by annual fees but is available from Horizon at an additional cost; certain activities may be managed and executed by areas outside Horizon Technical Support including Horizon's Implementation team.

Activity	Description	Horizon Support	Customer	Comments and Exceptions
4.1 Standard Support				
Problem Resolution	Technical problem solving and troubleshooting of Horizon applications. - Refers to Horizon-developed applications. Third-party applications vary.	Y	N/A	
Third Party	Limited third-party product support.	Y	N/A	
Application Error Messages	Resolution and/or explanation of Horizon application-generated error messages.	Y	N/A	
Questions	General guidance with Horizon application procedural and system capability questions.	Y	N/A	
Site Implementation	Site-specific implementation of the application is outside the scope of support but is available as a billable service through Horizon's Implementation team.	B	N/A	Billable service.
User Problem Assistance	Assistance with user problems that occur during normal system operations of Horizon applications. - Horizon will provide limited support on database management systems *except database administration.*	Y	N/A	
System Feature Assistance	Assistance to trained users in using System features. - Horizon reserves the right to identify training shortcomings and require those deficiencies be corrected to continue providing in-scope support.	Y	N/A	Customer to ensure that users are trained by Horizon's Training Services.
Hardware Maintenance	Processing requests for hardware maintenance or repair purchased from or through Horizon. The specifics of the maintenance or repair are dependent on the service contract level of the equipment.	Y	N/A	

Activity (continued)	Description	Horizon Support	Customer	Comments and Exceptions
Product Defects	Escalate product defects to the Horizon Development team. Support submits to Development and communicates with the Customer the status of the issue as well as when the correction has passed testing.	Y	N/A	
Enhancement Requests	Processing of enhancement requests. All enhancement requests are evaluated by Horizon Product Management to determine future system development. - Customers must submit all product enhancement requests through the Horizon AHA Portal at https://horizonsoftware.ideas.aha.io/. The Customer can view, update and vote on enhancements submitted by them or other Horizon users.	Y	N/A	
Onsite Support	Onsite support by Horizon technicians.	N	N/A	
Custom Development	New custom development including queries, views, and reports.	B	N/A	Horizon Technical Support teams will submit the requests to the proper team within Horizon for a specification and quote.
Infrastructure Support	Maintaining operating environment and network infrastructure including but not limited to virtualized environments, network operating systems, etc.	N	Y	Infrastructure must be to Horizon specification.
Documentation	Provide existing documentation to Customers.	Y	N/A	

4.2 Remote Access

Bomgar	Used by Customers who have been working with a Support Technician and have been directed to establish a computer connection.	Y	N/A	

4.3 Training and Implementation

System Training	"How-to" questions exceeding 30 minutes of support time or at the discretion of the Support Technician. - If the Support Technician determines that the application is working as intended, the site will be referred to Implementation Services for training. - If the Support Technician determines that the Customer is not trained by Horizon Training Services, the site will be referred to Implementation Services for training.	B	N/A	
Data Coding	Data coding and programming - may be provided by a Horizon team other than Support at the discretion of Horizon.	B	Y	

Activity (continued)	Description	Horizon Support	Customer	Comments and Exceptions
4.4 System Administration				
System Administration except for Horizon Hosted Products	System administration including hardware and network infrastructure support.	N	Y	
System Administration for Horizon Hosted Products only	System administration to be performed by Horizon	Y	Y	Customer should administer on premise hardware. Horizon shall administer hardware and servers for Hosted Products.
4.5 Disaster Recovery				
Improper Horizon Product Use except for Horizon Hosted Products	Recovery from improper Horizon application database administration by the Customer including but not limited to: - Database table misuse. - Missing or insufficient backup. - Missing or incorrect hardware.	B	Y	Customer should have a disaster recovery plan.
Improper Horizon Product Use for Horizon Hosted Products only	Recovery from improper Horizon application database administration.	Y	Y**	Horizon has a disaster recovery plan for its datacenter. Contact Horizon Support for details. ** The Customer should have multiple users trained on the use of the Horizon Hosted Product to minimize any issues caused by user error.
Disaster Recovery Assistance except for Horizon Hosted Products	Disaster recovery assistance - hardware and a recent and valid backup readily available – remote support only.	Y	Y	Customer should have a disaster recovery plan.

Activity (continued)	Description	Horizon Support	Customer	Comments and Exceptions
Disaster Recovery Assistance for Horizon Hosted Products only	Disaster recovery assistance - hardware and a recent and valid backup readily available – remote support only.	Y	Y**	Horizon has a disaster recovery plan for its datacenter. Contact Horizon Hosted Services for detail. **Horizon strongly recommends that Customers have a disaster recovery plan for the Customer's onsite infrastructure that is used for the Horizon Hosted Product.

4.6   Installation and Upgrades – Except for Horizon Hosted Products

Activity (continued)	Description	Horizon Support	Customer	Comments and Exceptions
New Product Installs	New Horizon product installs and add-ons - Must be scheduled and requires Customer participation. Service is remote only.	B	Y	Installation will be performed by Implementation Services. Customer involvement required.
Install Assistance	Step-by-step assistance in the installation and configuration of the Horizon systems, including system and database upgrades. Service is remote only. This includes installations on new servers as well as situations where the application is being moved from one server to the other – i.e., "server swaps."	B	Y	Installation will be performed by Implementation Services. Customer involvement required.
Major Version Upgrades	Major Version Upgrades - Must be scheduled and requires Customer participation. Service is remote only and is available only during Horizon business hours. - Technical assistance means that a technician will be available to answer questions or resolve issues encountered during the upgrade (e.g., provide patches, troubleshoot problems, and recommend roll-back). - Database upgrade assistance is provided only with database engines provided by Horizon; Customer is responsible for database upgrade if licensed outside of Horizon.	Y	Y	Customer involvement required.
Minor Version Upgrades	Minor Version Upgrades - Must be scheduled and requires Customer participation. Service is remote only and is available only during Horizon business hours. - Technical assistance means that a technician will be available to answer questions or resolve issues encountered during the upgrade (e.g., provide patches, troubleshoot problems, and recommend roll-back). - Database upgrade assistance is provided only with database engines provided by Horizon.	Y	Y	Customer involvement required.

Activity (continued)	Description	Horizon Support	Customer	Comments and Exceptions
Patches	Perform Horizon Product application patch. - Pending schedule availability. - Application of a Horizon product "defect correction" to the application in the Customer's environment.	Y	Y	Customer involvement required.
Remote Access for Upgrades	Use remote access to perform upgrade.	Y	Y	Customer involvement required.
Onsite Install/Upgrade	Onsite installation and upgrades. - Refer request to Horizon Sales.	B	Y	Customer involvement required.
Upgrade Recovery	Assist in recovery if an upgrade fails. - May include reverting to valid backed-up database. - Support Technician has discretion to stop the upgrade.	Y	Y	Customer involvement required.
Test Licensed Custom Files	Test licensed custom files/reports for upgrade. This refers to those reports and files developed by Horizon for a specific Customer and where the Customer is paying an annual fee for that file/report.	Y	Y	Customer involvement required.

4.7   Installation and Upgrades – Horizon Hosted Products Only

Upgrades	While Customer is deployed in a Horizon Hosted Environment, Horizon shall be responsible for all Installations and Upgrades of the Horizon application.	Y	Y	Customer should review release notes as upgrades are rolled out. Customer is responsible for any updates on the Customer's onsite infrastructure as required.

4.8   Customer Responsibility

Infrastructure	Ensure that all hardware, operating systems, networks, and peripherals are maintained and in proper working order.	N	Y	
Minimum System Requirements	Meet the minimum system requirements provided by Horizon. The precise requirements will depend on the application involved and will include information on the latest operating system patches and upgrades.	N	Y	
Software Backups	Have software application backup capability – preferably to a different location – for disaster recovery purposes. Ensure that regular and valid backups are performed.	N	Y	

Activity (continued)	Description	Horizon Support	Customer	Comments and Exceptions
Certified System Administrator	Have a system administrator (or a super user) responsible for managing such items as Horizon application logins and user access. Responsibilities also include ensuring proper database maintenance procedures are in place and followed including regular running of End of Day processes, data clean-up and purging, and so on. The system administrator will also be responsible for working with Horizon Technical Support during system upgrades.	N	Y	
Trained Users	Maintain enough trained users.	N	Y	
Regular Upgrades	Upgrade application on a regular basis.	N	Y	This will ensure that the Customer has the latest application enhancements as well as issue corrections. The Customer is responsible for reviewing the release notes on the Horizon website to determine if an upgrade is desired. The Customer must always backup their database immediately prior to beginning an upgrade.
Customer Contact	Have a contact available who has access to the system including server and administration access and can work with the Horizon's Support Technician when addressing the issue. This contact will be responsible for ongoing and timely communication as well as ascertaining and confirming with Horizon's Technical Support when the issue is resolved to the Customer's satisfaction.	N	Y	

NOTE: For any service or activity designated as billable, upon Customer request, you will be provided with a quotation for completion of the activity.

5 Hardware Maintenance

If you have hardware provided by Horizon that does not perform correctly, please contact Horizon Technical Support as soon as possible to report the situation so we can help you resolve the problem.

A Repair Authorization Number (RAN) is required to initiate a product return for replacement or repair. For a Repair Authorization Number, please contact Horizon Technical Support.

For more information on this process, including the Horizon Return Policy, please refer to your Horizon Hardware Service Agreement.

6 Remote Access

Remote access to the Customer's computer system helps Horizon provide a much greater level of service to the site, allowing Horizon Support Technicians to work interactively on system issues. Bomgar Attended Access is the preferred method for Horizon Technical Support to use for remote access to our Customers' systems.

- Bomgar Attended Access: Customers using the attended option establish a connection between the onsite environment(s) on which the Bomgar Button is installed and the Bomgar appliance hosted in CBORD's datacenter only when necessary to allow Horizon technicians to troubleshoot an identified issue or complete a specified task. The connection enables authorized Horizon personnel to access the Customer's environment(s) as directed by the Customer.

Horizon will consider alternative methods of remote access, but any method outside of the Bomgar for attended remote access are outside the scope of normal support and may be subject to additional licensing and labor fees.

In setting up remote access, Horizon will not provide any personal information to the Customer for a Horizon Support Technician including but not limited to birthday, birth date, or Social Security number (full or partial). This is to protect our employees' privacy. As needed, Horizon will provide unique Horizon business identifiers for a Horizon Support Technician to fulfill individual tracking requirements, though this will not include employee personal information.

Horizon Technical Support will obtain Customer's permission before performing any remote access to the Customer's location.

Remote access is to be used only for in-scope support activities.

7 Supported vs. Unsupported Platform

Horizon specifies hardware and software requirements are available upon request. This information is updated regularly as Horizon develops its products. Please be sure to review the information on this site prior to planning upgrades and installations.

The Customer must meet the minimum system requirements. The precise requirements will depend on the application involved and will include information on the latest operating system patches and upgrades.

Failure by the Customer to meet the minimum system requirements currently specified on the website, will seriously impact Horizon's Technical Support's ability to resolve issues effectively.

Software may experience performance degradation when running on an unsupported platform. If the performance of the software is unacceptable to the Customer, Horizon will recommend that the software be removed from the unsupported platform and be installed on a supported platform.

Horizon Technical Support may defer support activity if it deems its product is installed in an environment other than that specified by Horizon.

If a third-party vendor, such as Microsoft®, announces end of support of its Operating System, Horizon Technical Support will strive to continue basic level support of any installed Horizon application using that Operating System. However, if an upgrade or patch of the Horizon application is required, then the Customer may first need to upgrade the Operating System to a supported Operating System following the Horizon specifications.

8   Non-Certified Hardware Platform

Horizon has built and extensively tested a set of hardware platforms that have been certified to operate its software products effectively. The certification enables us to maintain the highest level of support for these products.

Customers may choose to operate our products on a non-certified hardware platform. In doing so, the customer is responsible for:

- Database maintenance, performance tuning, backup, and maintaining operation of the software on the non-certified platform.
- The proper configuration of the non-certified platform and software running in the environment.

Additionally, Horizon is not responsible for:

- Configuration recommendations if its applications are being operated in the non-certified environment.
- Testing and/or certification of its software to operate on the non-certified platform.
- Any guarantee of a resolution to issues confirmed to be related to the use of the non-certified platform.
- Endorsement of a product.

In the event a reported issue appears to be related to the non-certified platform, Horizon may require that the issue be reproduced on a certified platform. Issues confirmed to be unrelated to the non-certified platform will be treated in a manner consistent with Horizon's product support policies when the software is running on a certified platform.

Software may experience performance degradation when running on a non-certified platform. If the performance of the software is unacceptable to the Customer, Horizon will recommend that the software be removed from the non-certified platform and be installed on a certified platform.

9   Feedback and Customer Satisfaction

The Horizon Technical Support team strives to answer questions and resolve issues to the Customer's satisfaction. Horizon welcomes feedback on how the team is doing. The following comments highlight the Customer feedback process:

Customer Satisfaction

A survey invitation will be sent when a support case is closed. This will include a link to Horizon's Customer Satisfaction Survey page to complete the survey. To facilitate this, it's important that the Customer have a valid e-mail address along with access to the internet.

Survey feedback is a key measurement in determining whether Horizon Technical Support is providing effective service to the Customer and in identifying strengths as well as tracking areas for improvement. The goal is to ensure that Customers get the support they require to use the Horizon applications effectively in their daily operations.

Surveys are voluntary, and Customers are encouraged to complete the survey to provide feedback on support activity. Horizon Technical Support management will follow up on any area where there is a "less than satisfactory" rating to ensure improvements are implemented as warranted.

Appendix A: Definitions

Application Expert   A trained user at the Customer site who has multiple years of experience using the Horizon product. Will be responsible for training of new users for the Customer as well as participating in such tasks as upgrade planning. Typically, the primary point of contact for the Horizon product at the Customer site.

Case   Constitutes a complete and formal record of a Customer issue, and Horizon Technical Support's response and action in resolving the issue.

Case-Tracking System   Used by Horizon Technical Support for managing all aspects of Customer interaction, allowing users to create and manage cases, set priorities, route cases, verify contracts, review case histories, and manage configurations,

Horizon Customer Portal   The web-based interface available to Customers and service partners which allows the creation, update, tracking, and closure of cases via the Horizon Internet site.

Escalation Support   Assistance provided beyond the Support Technician, e.g., Senior Support Technicians and other groups within Horizon such as Development. Issues that are beyond the scope of Horizon Technical Support, or found to be related to software defects, are normally escalated here.

Resolution Time   The time it takes to resolve an issue. Expected resolution time is different for each situation or issue and cannot be determined until the Support Technician has evaluated the problem and is able to determine the appropriate priority assignment.

Response Time   The time that it takes the Support Technician to contact the Customer after a case is created in Horizon's case-tracking system.

Support Technician   The member of Horizon Technical Support responsible for resolving the Customer issue. The Support Technician will document the support request, gather pertinent information, attempt first-call resolution, and escalate the request, if necessary.

System Administrator   A trained user at the Customer site responsible for installing, supporting, and maintaining the hardware and software infrastructure on which the Horizon products are installed. Responsibilities include, but are not limited to, such activities as user access and system maintenance, application of patches and hot fixes, data backup policies and procedures, and so on.

Trained User   A system user who has completed Horizon training and is familiar with the Horizon application and associated reference material.

Appendix B: Quick Reference

Contact Information – For All Support Teams:

Phone: (770) 554-6353 or (800) 741-7100

Horizon Customer Portal on the Internet: Horizon's Customer Portal

Support is available 6:00 AM – 6:00 PM, EST, Monday through Friday, except on the holidays. Telephone support is the recommended way to get the quickest response especially for critical issues.

Information needed when calling:
- Your site and contact information.
- The name and version of the Horizon application module.
- Description of the issue including expected results, error messages, and actions tried (if any).

Support cases may be created using the Horizon Customer Portal on the Horizon corporate website.

Contact Horizon Technical Support to obtain a Horizon user ID and password.

Once you have an ID and password, access the Horizon's Customer Portal.
Enter the ID and password to log in, then select Support Center on the left side of the screen. Options include:
- Submit a new case
- View existing cases

If you are dissatisfied or concerned about a case's progress, you can escalate the issue to a Support Supervisor/Manager when calling in on the support line.

If the issue is still not resolved, further escalation can be made to:

- Technical Support Supervisor
- Director of Technical Support
- Vice President, Customer Care

Appendix C: Document Change History

Version	Comments
Revision 1, January 2018	Initial Release of Document
Revision 2, June 2018	Updated website for customer portal
Revision 3, July 2018	Updated company address
Revision 4, January 2019	Updated company logo Updated escalation contacts in Section 3.4 Updated spelling and grammar errors Updated the customer portal links
Revision 5, October 2019	Updated "When You Call" in section 2.8 Updated Disaster Recovery in Section 4.5 Updated Customer Satisfaction in Section 9 Updated Quick Reference
Revision 6, November 2020	Updated Escalation Contacts in Section 3.4 and Appendix B Updated Enhancement Request submissions vis Horizon's AHA portal in Section 4.1 Updated Bomgar is now the Preferred Attended Remote Access in Sections 4.2 and 6