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# Support Plans:

InteractCX offers managed service support plans for ConnectLingua to monitor deployment, resolve production issues, and ensure business continuity.

## 1. Basic Support

- **Cost:** Free/Included
- **Description:** Basic Support for ConnectLingua and defect resolution.
  - **Email Support:** Available
  - **Ticket Support:** Available
  - **Hours-of-Operation:** 09:00 AM - 05:00 PM GMT (Mon-Fri)
  - **Support Staff:** Support Engineer

## 2. Premium Support

- **Cost:** Paid Plan; contact Sales at [sales@interactcx.com](mailto:sales@interactcx.com) for details.
- **Description:** 24/7 extended support for ConnectLingua
  - **Phone Call support:** Available
  - **Email Support:** Available
  - **Ticket Support:** Available
  - **Hours-of-Operation:** 24/7
  - **Dedicated Communication Channel:** Email, Phone Call, Teams
  - **Support Staff:** Core Engineer + Support Engineer
  
- **Support engineer:** Engineer with basic platform knowledge who can provide basic resolution steps and troubleshooting
- **Core engineer:** Certified Engineer with core platform knowledge who can provide resolution steps on call with advanced troubleshooting.

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## Overview:

The refund policies and Service Level Agreement (SLA) terms outlined here, along with the AWS Marketplace Standard Contract, will collectively form the complete and final agreement. This agreement covers:

### Refund Policies:

Refunds not available but customers can cancel the subscription anytime.

### SLA Terms:

Expected service levels and support response times.

### Escalation Matrix:

Procedures for escalating unresolved issues or disputes.

## Refund Policies and Service Level Agreement details:

- **Service Level Agreement (SLA)**

Covered Service	Monthly Uptime Percentage
ConnectLingua	>= 99.5%

If ConnectLingua does not meet the Service Level Agreement (SLA), and if Customer meets its [obligations](#) under this SLA, Customer will be eligible to receive the Financial Credits described below. This SLA states Customer's sole and exclusive remedy for any failure by ConnectLingua to meet the SLA. Capitalized terms used in this SLA, but not defined in this SLA, have the meanings given to them in the Agreement.

- **Definitions**

The following definitions apply to the SLA:

- "Back-off Requirements" mean that when an error occurs (including HTTP status codes 500-599 and 429), the Customer Application must wait before making

another request. This period may be specified in the X-Retry-Backoff HTTP response header (in seconds). If not specified, the first error requires a minimum 1-second back-off, with each subsequent error increasing the interval exponentially up to 32 seconds.

- "Downtime" refers to an Error Rate exceeding ten percent, measured on the server side.
- "Downtime Period" is one or more consecutive minutes of Downtime, with partial minutes not counted.
- "Error Rate" is the number of Valid Requests that receive an HTTP Status 500-599 response, divided by the total Valid Requests in that period, with at least 20 Valid Requests required. Only requests that meet the Back-off Requirements count toward the Error Rate.
- "Financial Credit" means the following for the Covered Service (except as otherwise stated below):

<b>Monthly Uptime Percentage</b>	<b>Percentage of monthly bill for the respective Covered Service that does not meet SLA that will be credited to future monthly bills of Customer</b>
99.0% – < 99.5%	10%
95.0% – < 99.0%	20%
< 95.0%	30%

- "Monthly Uptime Percentage" is the total minutes in a month, minus the minutes of Downtime from all Downtime Periods, divided by the total monthly minutes.
- "Valid Requests" are requests that conform to the Documentation, and that would normally result in a non-error response. Responses with HTTP status code 429 do not count towards Valid Requests.

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- **Customer Must Request Financial Credit**
    - To receive Financial Credits, the customer must notify technical support within 30 days of eligibility. The customer must prove the Error Rate and Backoff-Requirements caused the Downtime Period. Non-compliance forfeits the right to Financial Credit.
  - **Maximum Financial Credit**
    - The total Financial Credits issued for all Downtime in a billing month won't exceed 50% of the Customer's bill for that service. Credits will be applied as a monetary credit for future service use within 365 days of the request.
  - **SLA Exclusions**
    - The SLA does not cover: (a) pre-general availability features or Services (e.g., alpha and beta) unless stated in the Documentation; (b) features or Services excluded in the Documentation; or (c) errors: (i) caused by factors beyond the Service Provider's control; (ii) due to Customer's or third-party software or hardware, including misconfiguration; (iii) arising from violations of the Agreement; (iv) occurring during scheduled downtime or maintenance (up to 30 minutes per month); or (v) resulting from quotas listed in the Documentation or Admin Console.

Note: **ConnectLingua Setup Cost is not refundable.**

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## Escalation Matrix:

Below is the escalation matrix that customers should follow when seeking support.

Escalation Level	Contact Person	Contact Name	Email	Phone	Escalation Level
Level 1	Customer Support/Service	-	cse@interactcx.com	+18449961427	Level 1
Level 2	Technical Support	Ashir Baig	ashir@interactcx.com	-	Level 2
Level 3	Implementation Support	Hassan Shah	hassan.shah@interactcx.com	-	Level 3
Level 4	Principal Client Success	Sibtain Kanani	sibtain@interactcx.com	-	Level 4
Level 5	Principal Business Development	Faizan Badar	faizan@interactcx.com	-	Level 5