



iTPM Service Level Agreement

Customer Responsibilities

Customers receive discounts, free services and other financial considerations in exchange for the following Customer responsibilities:

- Email questions and issues to support@cgsquared.com to create tickets that document the date, time and CG2 responses.
- Provide timely feedback to help CG² resolve support issues and work on iTPM enhancements.
- Invest appropriate effort testing each update & release of iTPM prior to authorizing iTPM for live production.
- Provide CG² staff access to your NetSuite sandbox and/or production accounts to help CG² research support issues.
- Confirm iTPM data using alternative methodologies and validations to help prevent material financial issues.

CG² Support Responsibilities

CG² and Customer will assess each support issue to determine the severity and appropriate response:

	Severity of iTPM Support Issue	iTPM Support Response
1	Level 1: Critical: - One or more critical iTPM features are not usable due to the iTPM software. Customer requests a quick solution to continue using iTPM for trade promotion management.	Call back and/or email response: Within eight (8) hours on business days between 9am and 5pm Eastern Time. (EST / EDT) Technical resources assigned: Within one (1) business day or sooner. Status Updates by telephone and/or e-mail: Daily until resolved. Resolution and/or work-around: Provided as soon as possible, with the SLA goal of three (3) business days or less.*
2	Level 2: Urgent: One or more critical iTPM features are not usable due to the iTPM software, but there is a work-around. Customer requests better solution to support business operations.	Call back and/or email response: Within two (2) business days. Technical resources assigned: Within three (3) business days or sooner. Status Updates by telephone and/or e-mail: Daily or as needed. Resolution and/or work-around: Provided as soon as possible, with the SLA goal of five (5) business days or less..*
3	Level 3: Non-Critical: There is a software issue with iTPM, but the issue is assessed as not critical. Issue is not impacting Customer iTPM operations adversely and users are able to continue utilizing iTPM.	Call back and/or email response: Within five (5) business days. Status Updates by telephone and/or e-mail: Monthly, as part of the prioritization of iTPM enhancement requests and product roadmap features. Resolution and/or work-around: Customer helps prioritize the software modification, to be included in one of the scheduled iTPM software releases.

* NetSuite systems issues, defects, and other 3rd party system issues and defects are not covered by this SLA. CG2 cannot guarantee a fix within the SLA if an issue in iTPM is caused by a 3rd party app, 3rd party bundle, or a NetSuite platform issue or change, or a custom script loaded / developed / implemented by the Customer.

iTPM Enhancement Requests:

The following table outlines expectations and responsibilities for iTPM software enhancements:

	Responsibilities & Expectations
Customer	<ul style="list-style-type: none"> • Share ideas and suggestions on how to improve existing iTPM features based on real-world usage. • Identify missing and/or new features that could provide value to CG companies using iTPM. • Participate in monthly review and prioritization of enhancement requests and the iTPM product roadmap. • Enhancement requests that benefit all iTPM customers will be developed at no incremental cost to Customers • Acknowledge that some requests may be pushed to future releases, as more critical requests may have higher priority
CG Squared	<ul style="list-style-type: none"> • Document each suggestion, and provide potential design solutions, resource 'points' and estimated time to develop. (Points are an estimate of effort to help with prioritization by showing the relative cost/reward of proposed features.) • Provide Customers a monthly status update of enhancement requests, along with features in-progress and completed. • Commit appropriate development resources toward iTPM development, as much as commercially viable.