

Contact Liquid Support

How to contact Technical Support

- Web: www.liqid.com/support
- Phone: +1 303-500-1541 option #2
- Email: Support@liqid.com

If you have a system outage and it is outside Liquid Business hours (M–F 8am–5pm MST) contact support by phone. Phone support will page out the on-call support engineer.

Support Tiers

Standard Support T&C

- Standard SLA's during based on normal Liquid business hours
 - » M-F 8am-5pm (MST)
- If an issue is not resolved by 5:00pm MST, work will resume the following business day
- No Holidays
- No after-hour support

Premium Support T&C

- Standard Support + 24x7x365



Liquid Support Severity Definitions

Severity 1

(Sev1) problem is a catastrophic problem that may severely impact the customer’s ability to conduct business.

Severity 2

(Sev2) problem is a high-impact problem in which the customer’s operation is disrupted but there is capability to remain productive and maintain necessary business-level operations.

Severity 3

(Sev3) problem is a medium-to-low impact problem that involves partial loss of non-critical functionality.

Severity 4

(Sev4) will be assigned to general usage questions, recommendations for future product enhancements or modifications.

Severity Level	Supplier Response Requirements	Joint Action Plan	Status Updates	Interim Fix Target*	Resolution Target*	Level of Effort
1	Within 1 Hour	Within 4 Hours	Per Action Plan - no less than 1 every 4 hours	Within 24 hours, fix problem or provide workaround. Work to downgrade to severity 2	Within 24 hours, fix problem or provide workaround. Work to downgrade to Severity 2	7 by 24 continuous effort until interim fix
2	Within 2 hours M-F 8-5 local time; otherwise next business day	Within 1 business day	Per Action Plan - no less than twice per week	N/A	Provide a solution/ fix within an average of 10 days	As agreed, to in action plan or a minimum of M-F local time continuous effort
3	Within 2 business days	Within 10 business days	Per Action Plan - no less than once per week	N/A	Within an average of 20 days, provide a solution or a statement regarding the disposition of the problem	As agreed, to in action plan or a minimum of M-F local time continuous effort
4	Engineering reviews and provides response within 30 days of the escalation			N/A	Within an average of 30 days, provide a statement regarding the disposition of the problem	8x5