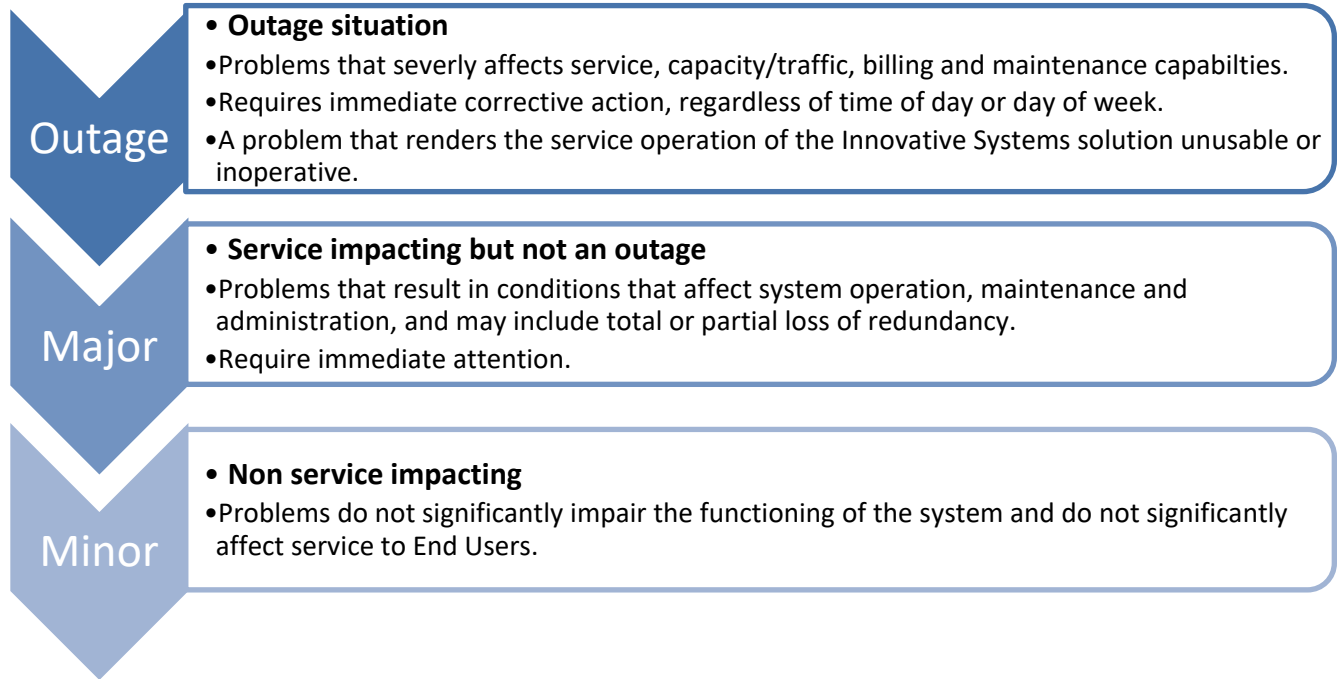
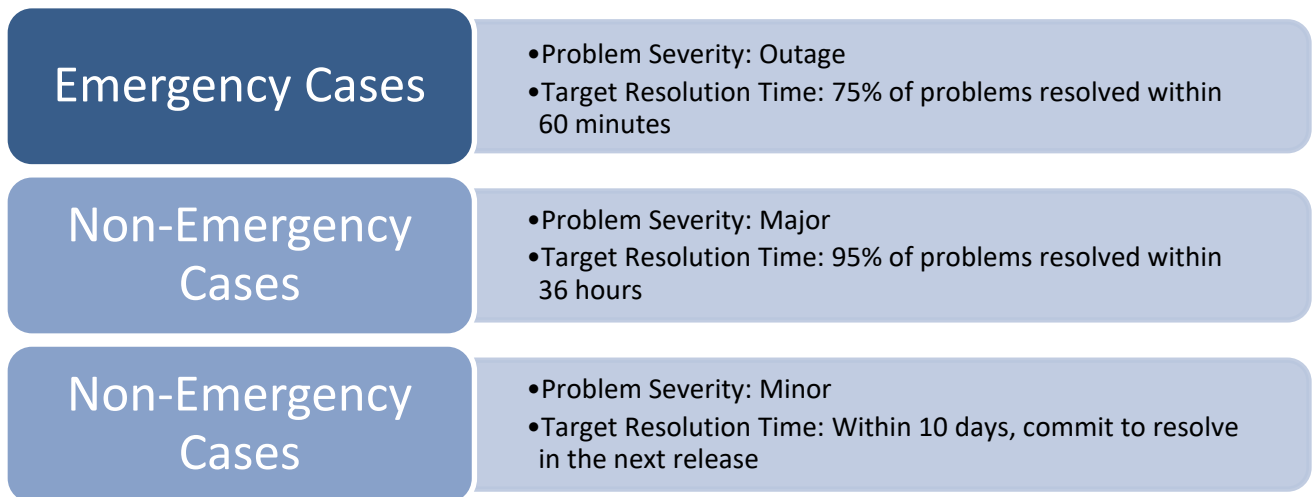


# Innovative Systems Voice and Video Support Policy

## Problem Severity Classification



## Technical Support Responsiveness Targets



### Notes:

i) Intervals above are triggered by Supplier’s receipt of a Problem Report by phone, email, or web communication, as applicable (after hours emergency, requires a phone call); and

ii) In order to meet the Target Resolution Time, Innovative Systems expects customer to provide a telephone and cell phone contact in addition to an email address.

# Technical Support Contact Information

## Technical Phone Support

- North America
- 8 am to 5 pm (Central time)  
605-995-6120
- Tickets and emails are not necessarily monitored outside of normal business hours
- After hours emergency recovery  
605-333-4609
- Phone call is required after hours

## Contact Numbers for Escalation

- Greg Goldammer
  - Business hours/direct 605-990-7131
  - After hours 605-333-4609
- Scott Sobolewski
  - Business hours/direct 605-990-7261
  - After hours 605-299-6032
- Jerry Weber
  - Business hours/direct 605-990-7120
  - After hours 605-999-1444

## Technical Support Web Portal

- <https://www.innovsys.com/innovsys/apapmax-support/>
- Web location to get live support
- Enter and access your company's support tickets
- Find technical documentation
- Locate training videos and information

## Email Contacts

- support@innovsys.com
- Greg Goldammer
  - gregg@innovsys.com
- Scott Sobolewski
  - scotts@innovsys.com
- Jerry Weber
  - jerryw@innovsys.com

### Note:

Innovative Systems will staff its telephone support service with qualified technical representatives with a detailed working knowledge of the Product.

## Additional Technical Support Information

### IS Customer Ticket Portal

- With the IS Customer Ticket Portal, you will be able to :
  - Submit a new ticket, support, RMA, and guide data updates
  - Search your tickets
  - Manage open tickets you have submitted
- If you have a support request, go to <https://www.innovsys.com/innovsys/ap-apmax-support/> and click on CREATE TICKET.