Support Contact and Escalation Procedures

1.1. Support Contact Information
Technical and Client Support can be reached through the following methods:

**Technical Support**
Hours: 8:00 A.M. - 6:00P.M.
Phone: 888-495-2446
After Hours: 888-495-2446 (Automatic Routing)
Email: techsupport@freedompay.com

**Client Support**
Hours: 8:00 A.M. - 6:00P.M.
Phone: 877-888-8430
After Hours: 877-888-8430 (Automatic Routing)
Email: support@freedompay.com

1.2. Defined Severity Levels
Incident severity levels are defined as follows:

- **P1**: A problem that severely impacts your use of the software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations and no procedural workaround exists.
- **P2**: A problem where the software is functioning but use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural workaround or a non-ideal workaround exists.
- **P3**: A problem that involves partial, non-critical loss of use of the software in a production environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround.
- **P4**: A general usage question, reporting question, trivial error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system, including by using a procedural workaround.
1.3. Escalation Process
Escalation procedures are as follows:

- Contact Technical support if you are experiencing transaction or device issues.
- Contact Client Support with questions about the portal, reports, credit cards or require a password reset.
- Contact either Tech Support or Client Support the aforementioned phone number or emails to request escalation and your issue will be prioritized.

1.4. Call back Timelines
Response times for escalated issues are determined by priority and are as follows:

- P1: within 30 minutes
- P2: within 4 hours
- P3: within 1 business day
- P4: within 2 business days

1.5. After Hours Procedure
After hours support procedure are defined as follows:

- On call staffing levels - 3(L1) 2(L2) 1(L3)
- Call severity level is determined by center representative utilizing the aforementioned timelines.
- After hours call center representative will place a ticket and contact the on call L1 technician.
- If the issue cannot be resolved in a reasonable amount of effort, the L1 technician will be escalate to the on call L2 technician. If further escalation is required L3 engineering support will be contacted to further trouble shoot the issue.