



IDEA Service Level Agreement 2023

Effective: January 1, 2023

Purpose: The Industry Data Exchange Association (IDEA) offers a variety of solutions that provides manufacturers and distributors with the tools they need to effectively manage daily operations—resulting in lower costs, higher profits, and more satisfied customers. These offerings include:

IDEA Connector – a Master Data Management (MDM) platform that enables distributors to securely access accurate and timely product and pricing data directly from manufacturers. IDEA Connector, and ancillary products, IDEA Ignite and IDEA Fusion, are offered as a Software as a Service (SaaS).

IDEA Exchange - an electronic data interchange (EDI) that enables the exchange of eBusiness documents such as purchase orders, invoices and advance ship notices, between suppliers and customers

This document outlines the software support that can be expected, the processes and procedures to engage such support and additional services IDEA can provide to support your instance.

IDEA has established a strong professional relationship with our partners that are backed by stringent service level and legal agreements with these organizations. In addition, our technical team product team and services team maintain expert knowledge of IDEA Connector, IDEA Exchange and the processes within.

If you need assistance: Please contact the IDEA customer support team at:

IDEA Connector - Phone: 866-479-0484 / Email: Ideaclientsolutions@idea4industry.com

IDEA Exchange - Phone: 833-214-5775 / Email: exchangesupport@idea4industry.com

Additionally, there is a chat box within the IDEA Connector providing another support option and there is the ability to enter a support ticket within the platform.

Release Schedule IDEA Connector will implement three major releases annually

- Manufacturer enhancements
- Distributors enhancements
- Core platform major release



IDEA may also choose to have additional minor releases, if applicable.

New product functionality priorities are determined by:

- The NEMA / NAED Product Data Standards Task Force
- IDEA Connector Upgrades from partners
- IDEA Connector User Group
- IDEA strategic business needs and/or Industry and Technology trends

IDEA reserves the right to alter, change, or otherwise cancel any or all planned software functionality upgrades.

Maintenance Window: IDEA reserves the hours of Saturday 8:00pm to Monday, 12:00am Eastern Standard Time (EST) for system maintenance, such as upgrades, defect patching, or testing. Advance notice will be provided before any system maintenance shutdown.

Software Training: IDEA Connector provides initial startup training to all distributors and manufacturers as well as customer access to our Learning Management Portal.

IDEA provides monthly training sessions via webinars open to all customers.

Any additional training can be provided under a separate support agreement. Contact your Account Representative for further details and assistance.

File loading / file downloading support: IDEA offers Pro Data Services for file maintenance and data loading. These services are provided by IDEA Product Data Services Team and available under a separate services agreement or job quotation for services requiring less than five (5) hours to complete. Please contact your Account Representative for further details and assistance.

Support Coverage Timeframe: The Support Fee entitles Customer to product support for the term of the IDEA Master Customer Agreement Schedule A.

Support is available during ("Business Hours") defined as Monday to Friday, 8 a.m. - 6 p.m., U.S. -Eastern Standard Time (EST).



Support Holidays: As an exception to our response times, please note that IDEA support is not available on the following holidays:

New Year's Day	Columbus Day
President's Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Friday after Thanksgiving
Labor Day	Christmas Day
Juneteenth Day	

In cases where a Customer scheduled event may trigger IDEA support and is scheduled during any of these holidays, IDEA support will be available, provided that the Customer notifies IDEA at least five (5) business days prior to such event.

Costs for support during off hours and weekends is twice the then current rate. Holiday support fees are three times the then current rates.

PROBLEM ESCALATION

Information required from the Customer when reporting a problem:

- A detailed description of the problem and/or issue
- Configuration information
- The results of any tests run by the Customer
- Test cases, if available.
- Customer's primary and back-up contact information to include phone and email address for the specific problem.
- Customer's statement of priority according to the table below.

Priority of Cases and Response Times:

IDEA makes every effort to respond to all problem reports during Business Hours, according to the following priorities:

Priority	Definition	Estimated Response Time
4-LOW Information or enhancements requests	An issue that is non-critical and <u>low priority; that is, a minor condition that can be readily circumvented or avoided on a temporary basis by the end user.</u> Or any request such as an	24 hours or next business day

	enhancement request presenting a condition with lesser severity than a minor problem.	
3 - MEDIUM Problem where acceptable workaround is available	A problem in non-critical functionality with a workaround; that is, <u>a limited condition that can be readily circumvented</u> or avoided on a temporary basis by the end user.	8 hours or next business day
2 – HIGH System is operational, but functionality is seriously affected	A problem in critical functionality without a workaround; that is, a condition that severely restricts the end user's operations, but such end user can continue to use the program although it makes the performance of any one or more functions difficult. This <u>problem cannot be readily circumvented</u> or avoided on a temporary basis by the end user and requires a rapid solution.	4 hours
1 - CRITICAL System is down	A problem in critical functionality without a workaround; <u>an emergency condition</u> that causes the end user to be unable to use the program and that has a critical impact on such end user's operations. This condition requires an immediate solution.	1 hour

Support Case Escalation Procedures:

Upon receipt of the problem report from the designated support contact, IDEA will acknowledge receipt of the report). An IDEA representative will verify the issue and perform troubleshooting, including research and replication of the problem, if possible. If the issue persists, IDEA will obtain a possible fix or workaround from their Development Group. If a fix is not readily available, and the issue is not a defect in the IDEA product, IDEA will address the problem in a future release.

IDEA will notify the Customer's Point of Contact by email or telephone when the status of support case is updated.

Support Hours Accounting

IDEA provides support, up to the scope of hours defined in the Master Customer Agreement Schedule A.

Support time dedicated to addressing system issues where IDEA offerings are not performing to documented capabilities will not be counted towards the annual support hours. All additional time will be applied to the contracted annual support hour totals.