TSANET CONNECT

MEMBER SUPPORT PROCESS

Overview

TSANet Connect is the system TSANet Members use to connect and collaborate with other Members. This is a high availability system located in the Dallas TX Akami Tier 4, SOC Certified hosting center with an uptime of 99.9%.   A hot standby system is located in the Akami Germany site for the disaster recovery process.

This document defines the support policies and processes for Members who encounter issues while using these systems and includes the following topics.

- Scope of Support
- Support Priority Definitions
- Support Hours and Response Times
- Feature Request Process
- Escalation Process

Scope of Support

Support includes all parts of the TSANet Connect system including modifications made to integrate Members' systems and processes.   For complex integrations, a separate scope of support document may be provided to a Member to clarify support responsibilities between TSANet Connect and the Member's IT systems.

Changes made to Members' IT systems or support of the Member's IT systems are not within scope. TSANet will work with the Member's IT staff as needed to assist them in isolating problems with TSANet Connect integrations.

As TSANet Connect can integrate into many different systems, a list of common integrations and methods will be provided to Members. View the Feature Request section to see how TSANet prioritizes integrations to systems.

Support Priority Definitions

The following type of support request can be submitted by Members.

- **Feature Request:** A request for a change to the current system. This request includes changes to core functionality or for changes to a Member's Inbound Process form to support an integration.

- **Priority 3:** Low priority system issues that still allow the system to function. This priority also includes any questions or requests for configuration changes to a Member's account.

- **Priority 2:** Any issue that prevents the full use of the system or critical feature. Business operations are impacted.

- **Priority 1:** System down or loss of access to the system with no workaround in place.

Support Hours and Response Times

The chart below provides information on support hours, response times and method of contact for each issue priority.

Issue Priority	Support Hours	Response Times	Contact Method
Feature Request	9am-5pm CST	Next Business Day	Email
Priority 3	9am-5pm CST	Next Business Day	Email
Priority 2	7x24x365	2 Hours*	Phone
Priority 1	7x24x365	1 Hours*	Phone

* For Priority 1 and Priority 2 response times the Members must contact TSANet via Phone

Email = membership@tsanet.org

Chat: Public and TSANet Connect site

Phone = +1 913-730-2270 (Option 1)

Feature Request Process

As a Member driven organization feedback from Members on the TSANet Connect system is the main source for future system features. Members can provide feedback in the following ways:

1. Submit a request by sending email to membership@tsanet.org including the details of what change you would like to see made to the system.
2. Participate in a regional focus group. All Basic and Premium Members can participate in a regional focus group. These groups meet twice a year and includes the ability to provide feedback on the direction of the TSANet organization including the TSANet Connect system.

All feature requests will be reviewed, and the Member will be updated with the status. The TSANet Board of Directors provides the guidelines for system changes based on budget and current strategy and next system release priorities.

Members can request co-development or Member sponsored development based on a specific Member's need.   If the request requires additional budget a Member or group of Members could fund the project.

Escalation Process

Members can escalate to TSANet Management, based on issue type, priority, and business impact.   The guidelines below should be used when escalating issues:

1. **Problems with contacting a Member**: Each Member provides an escalation process to use and this is communicated when making the initial request.   If that escalation process does not work or the Member consistently does not respond within the agreed SLA, then TSANet can be used as a secondary escalation point.   Contact the Escalation contacts below by email or phone.
2. **Feature Request and Priority 3 issues with TSANet Connect**: For any Feature Request or Priority 3 issue contact the Escalation contacts below by email or phone.
3. **Priority 1 and Priority 2 issues with TSANet Connect**: For any Priority 1 or Priority 2 issues please contact the escalation contacts below by phone.

Data Privacy

Members can send email to membership@tsanet.org for any concerns related to security or their PII data.

Escalation Contacts:

TSANet Phone - +1 913-730-2270 – Select Option 1 for TSANet Connect

Paul Esch: **Email**: paul@tsanet.org   **Mobile**: +1-225-402-9626