TSANET CONNECT®

MEMBER SUPPORT PROCESS

Overview

TSANet Connect is the system TSANet Members use to connect and collaborate with other Members. It 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 for disaster recovery is located at the Akami Germany site.

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 those systems are outside the 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 standard integrations and methods will be provided to Members. For Members who wish to integrate with their systems, TSANet will provide an integration guide and swagger documentation for APIs. A Salesforce package is also available for Members who use that CRM system. View the Feature Request section to see how TSANet prioritizes integrations to systems.

Support Priority Definitions

Members can submit the following type of support request.

- **Feature Request:** A request to change the current system. This request includes changes to core functionality or 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 primary source for future system features. Members can provide feedback in the following ways:

1. Submit a request by emailing membership@tsanet.org with the details of what change you would like to see made to the system.
2. Participate in a regional focus group. All Standard, Premium, and Elite 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 their status. The TSANet Board of Directors provides guidelines for system changes based on budget, 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 an 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, which 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 call the escalation contacts below.

Data Privacy

Members can send emails 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