



## AspenTech Academic Support

This support service is provided to our academic customers as defined by their university license agreements. The three designated university faculty contacts specified on each University License Agreement and their students are entitled to access the following services:

Support Services	Three Designated Faculty Contacts	Students
Access to new software version releases (software upgrades)	✓	
Access to maintenance updates	✓	
Access to patches, service packs, and hot fixes	✓	
Access Technical Support via telephone, email, or web, incident tracking via web	✓	
Access to Online Customer Support and Training Center ( <a href="https://esupport.aspentech.com">https://esupport.aspentech.com</a> )	✓	
Access to online knowledge base including product documentation	✓	✓
Access to web-based E-Learning modules	✓	✓
Assistance in resolving software installation issues	✓	
Assistance in identifying defects and resolving product usage issues	✓	
Assistance in requesting and formulating software enhancements	✓	
Register to receive support e-Bulletin via email, and critical problem alerts via email	✓	
Critical Problem Resolution (CPR) management	✓	
Target response time to email requests or incidents reported through web	2 business hours	
Target response time to support telephone calls	90% immediate	
Target initial response time to voice messages	Within 2 business hours	
Escalation to 2nd level on critical incidents	Within 2 business hours	
Escalation to development on critical incidents	Within 4 business hours	
Frequency of updates on critical incidents	Every business hour	
Target departure time for emergency onsite support	Within 24 to 48 hours*	
Target problem resolution time on critical incidents **	Within 2 business days	

\* For "Production System Down" situation only and may be subject to travel and time zone constraints (Visa and travel documents). AspenTech's consultant's travel and living cost is the responsibility of the customer. Other fees may apply if incident is not caused by AspenTech software defect.

\*\* Without code changes, 80% probability. Workaround can be considered as a temporary solution.

## Software Upgrades

You may use our Software Upgrade order form on our website to request a software upgrade version. For any questions or concerns, you may email [customer.care@aspentech.com](mailto:customer.care@aspentech.com).

## Technical Support

AspenTech has industry-leading and award-winning troubleshooting and issue management processes supported by domain expertise in highly specialized technology areas. You can reach our support by phone, email or through our website and live chat. Our technical support covers the following types of issues:

- Software installation and license key issues
- Distribution of new versions and releases
- Product documentation issues, usage issues, or issues related to existing set-ups and configurations
- Product defect and software performance related issues.
- Workaround for defect. Best practice tips and tricks.
- Submitting and defining enhancement requests
- Questions on on-line knowledge articles and requests for new content
- Emergency onsite support on AspenTech software problems (T&L paid by customer)
- Referral toward other AspenTech products and services

The following tasks require separate fee-based Services contracts:

- Maintenance and support on customized applications and models, customized integration and interfaces
- Model and application development work
- Project implementation service and solution rollout
- Customization and adaptive work and consultation including custom interfaces and integration work.
- Problems or issues caused by any adaptation or customization work.
- Service work required to migrate a solution from one version to another, or migration of databases
- Value assessments, business consultation
- Perform version upgrade

## Online Support Center

AspenTech Online Support Center contains a personalized "My Support" portal with the following capabilities designed to bring you the information and knowledge relevant to your interest:

- Search our knowledge base to review and bookmark technical articles, tips, examples, FAQs, best practices, or known product and application related issues. Download product documentations, sample files, templates, or examples.
- Request product upgrades and download software patches and upgrades.
- Report product issues and defects, request fixes, submit suggestions and enhancement requests. Track your submitted issues through the Web.
- Subscribe monthly Technical Support e-Bulletins and Critical Problem Alerts, delivered via email.
- Review user group information and participate in user-driven Web discussion forums.
- Easy access to AspenTech's training resources including training curriculum and class schedules.

## Student Access

Authorized university contacts can request Online Support Center access for students by submitting the following information to [customer.care@aspentech.com](mailto:customer.care@aspentech.com):

1. List of students including student's first name, last name, and university email address
2. Date the semester ends

## Web-based E-Learning Modules

AspenTech's web-based E-Learning Modules provide short videos that will assist customers to learn features of AspenTech products. The modules will include "How To" and integration examples as well as other information that will help the customer optimize the use of the products.

## Service Level Objectives (SLOs)

Aspen Academic Support follows the same KPIs as AspenTech Premier Support with the same established Service Level Objectives (SLOs) to measure our service performance against targets. The speed of response, the frequency of updating our customers, and the time to resolution are among the top KPIs we watch closely.

## Initial Acknowledgement Time

The Acknowledgement Time is the maximum length of time for us to acknowledge receipt of your support request and route the request to the appropriate person.

Communication Type	Initial Acknowledgement
Telephone	90% immediate contact with support staff
Voice-mail	Return call within 2 business hours
Web	Assigned to Support Consultant within 2 business hours
Email	Assigned to Support Consultant within 2 Business hours

## Response and Resolution Times

The target response and resolution time varies with urgency or criticality of an issue. Each incident is assigned to one of the four criticality levels to reflect its impact to your business, as defined in the table below.

Criticality	Definition
Critical	Production system down. Unable to collect or generate critical data correctly. Critical project at a standstill.
Urgent	Customer cannot use major product feature or cannot fully utilize product as designed or documented. No "acceptable" workaround available. Necessary to correct major feature issue.
Important	General problem or question, which does not prevent customer from fully utilizing product (as designed or documented).
Minor	Customer not awaiting immediate solution or response.

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The table below shows our target response and resolution time for each criticality level for AspenTech Premier Support. Our SLO is to meet or exceed these targets 80% of time.

<b>Criticality</b>	<b>Status Updates</b>	<b>Escalation to Development</b>	<b>Resolution w/o Code Change</b>
Critical	Every business hour	Within 4 business hours	Within 2 business days
Urgent	Every 2 business days	Within 2 business days	Within 1 week
Important	Every week	Within 1 week	Within 2 weeks
Minor	Every 2 weeks	Within 2 weeks	Within 5 weeks