
Customer Support Agreement

1. Definitions

- **Go-Live:** The official date on which the Customer begins live use of the Conligo SaaS products.
- **Standard Support Hours:** Monday through Friday, 8:00 AM to 5:00 PM Eastern Time (ET), excluding public holidays.
- **Stale Ticket:** A support ticket with no update or customer response for more than 3 business days.
- **SLA:** Service Level Agreement, specifying response and resolution time commitments.

2. Overview

This Customer Support Agreement ("Agreement") defines the support services available to customers after the go-live of Conligo SaaS products. It sets clear expectations for support procedures, response times, and billing policies to ensure transparency and foster a positive working relationship. Support services include: training within the 90-day warranty period, assistance with product features, routine configuration guidance, outage notifications, standard maintenance, resolution of known issues, and service renewals.

3. Support Scope and Service Commitment

Our support team helps you maximize the value of your investment in our products. We provide technical assistance, guidance on product features, and issue resolution during normal product usage.

3.1 Support Channels

- Online support ticket system
- Email correspondence
- Phone support during standard support hours.

3.2 Support Hours

- Standard Support: Monday - Friday, 8:00 AM - 5:00 PM (ET)

4. Support Billing Policy

Billable Support Services

Include custom configurations, troubleshooting customer-caused issues, advanced training, IT support, software installation/migration, and project-based work.

- **Standard hourly rate:** \$250/hour.
- Billing work requires prior customer approval.
- Time tracked in 15-minute increments with detailed logs.
- Weekly invoices due upon receipt.
- Disputes must be reported to billing@conligo.ca within 15 days.
- Written estimates provided for billable work exceeding 4 hours.

5. Opening a Support Ticket

To help us assist you effectively, please provide the following when submitting a support request:

- **Priority Level:** Critical, High, Medium, or Low
- **Category:** Technical Issue, Feature Question, Configuration Help, etc.
- **Detailed Description:** Clear explanation of the issue or question
- **Steps to Reproduce:** Actions leading to the problem (for technical issues)
- **Environment Details:** System version, browser, operating system, etc.
- **Screenshots/Logs:** Attach relevant documentation when possible.

Submit tickets via:

- **Support Page:** <https://www.conligo.ca/support>
- **Email:** support@conligo.ca
- **Phone:** 866-424-6484 (Press 2 for Support)

6. Ticket Prioritization and Response Times

- **Stale Ticket Updates:** Tickets inactive for more than **3 business days** will receive an update from support.
- Response and resolution times apply only during Standard Support Hours.
- For escalations, clients may contact the Client Success Manager at escalation@conligo.ca.

7. Customer Responsibilities

- Provide accurate and complete ticket information.
- Respond to support requests within **24 hours**.
- Maintain current system, access credentials, and necessary permissions.
- Ensure backup before major changes.
- Comply with internal data privacy policies when providing system access.
- Notify Conligo immediately of any security incidents.

8. Communication and Escalation

- Support communications will be conducted clearly and professionally.
- Customers will receive updates at least **once every 24 hours** for ongoing tickets.
- For urgent matters or dissatisfaction with support, customers may escalate issues by contacting: escalation@conligo.ca.

9. Liability Disclaimer and Limitations

- Conligo's liability under this Agreement is limited to direct damages and shall not exceed the total fees paid by the Customer in the **6 months preceding** the claim.
- Conligo is not liable for indirect, incidental, or consequential damages arising from support services.
- Support does not cover third-party software or hardware outside Conligo products.

10. Agreement Updates

- Material updates to this Agreement will be communicated **30 days in advance**.
- Continued use of Conligo support services after the notice period constitutes acceptance of the updated Agreement.
- Historical versions of this Agreement will be made available on request.

11. Contact Information

- Support Portal: <https://iciniti.atlassian.net/servicedesk/customer/portals>
- Support Email: support@conligo.ca
- Emergency Phone: 866-424-6484 (Press 2 for Support)

This agreement is effective as of **January 1st, 2026**, and remains in effect for the duration of your service agreement with Conligo.