

## SUPPORT SERVICE EXPECTATIONS

### SCOPE OF SUPPORT

We pride ourselves on staffing our Support teams with friendly, knowledgeable, and experienced experts that are available to assist you with questions or issues you may encounter while using our products. Whether you are from a self-managed association or a company with a portfolio of managed communities, we are here to help you make the most of our products.

Our Support agents can assist with:

- Answering questions about how to navigate and use our software
- Troubleshooting issues when things do not work as expected
- Help with password resets or login issues
- Setup/configuration/settings changes

We are unable to:

- Provide any accounting guidance
- Complete any accounting work on your behalf (reconciliations, apply charges, post payments, etc.)
- Assist with standard IT issues (i.e. equipment, network, OS issues)

**Note:** We cannot assist homeowners directly for any of our products. When homeowners encounter issues with our resident engagement products, the issue is most often caused by data within their account. In any event, homeowners should work directly with you. Our experts are here to guide you if you are unable to resolve the issue on your own.

### HOURS OF OPERATION

Our Support experts are available to assist you M – F, 9:00am – 8:00pm EST.

Our offices are closed for standard holidays, including:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving/Day After
- Christmas

If our Support teams are unavailable for any reason outside of these recognized company holidays, such as the occasional company meeting, we will be sure to communicate that to you in advance.

## METHOD OF CONTACT

We offer several ways to contact our Support experts when you need help.

- Go online to <http://support.topssoft.com> and log a ticket there. ***This is the preferred method!***
- You can call us at 1-800-899-5689. Our reception team will be on hand to take your call and log your ticket. Your ticket will then be assigned to a Support expert to work in the order the ticket was received and according to the SLA established for the nature of your issue. (See **How Long Will It Take to Get a Reply?** Below.)
- If you are a TOPS [ONE] user, you can get help right inside the program – simply click the button in the bottom right-hand corner to log a support ticket.
- Finally, you can email your request directly to us using the following email addresses. (All tickets created this way are automatically assigned **Normal** priority, which has the longest expected response time):
  - [ONE]: [support@topssoft.com](mailto:support@topssoft.com)
  - PRO/iQ: [prosupport@topssoft.com](mailto:prosupport@topssoft.com)
  - Portal/Signals/CMS: [support@comweb4me.com](mailto:support@comweb4me.com)
  - Partner Support: [partnersupport@topssoft.com](mailto:partnersupport@topssoft.com)

## WHAT IF I JUST HAVE A QUICK QUESTION?

We have placed a priority on building a self-help library, with dedicated staff working on increasing available content. You can even get assistance with questions right inside many of our applications! Our self-help tools are available 24/7/365.

To access help resources online, visit:

- Help Resources for TOPS [ONE]: <http://support.topssoft.com/>
- Support articles for TOPS iQ: <https://iqsupport.topssoft.com/>
- Support articles for TOPS PRO: <http://prosupport.topssoft.com>
- User manuals for TOPS PRO: <https://prosupport.topssoft.com/hc/en-us/articles/360051599171-TOPS-Professional-Manuals-Full-List->
- Help Resources for Resident Engagement products (Portals, Signals, CMS, Websites): <https://www.comweb4me.com/support/>

## HOW LONG WILL IT TAKE TO GET A REPLY?

The time it takes for you to get an initial response to your ticket will vary due to a number of factors, including the nature of your request, the product selected, the method of contact you used to submit your request, and the volume of requests we have already received.

When you submit a support request, the form asks you a handful of questions to determine the nature of your request. Requests are separated into 4 categories based on your responses: Urgent, High, Normal and Enhancement:

- **Urgent** requests are those that are preventing you from conducting business. Examples: A downed system, inability of your team to log in, inability to process financials.
- **High** requests are those that are important, but you can still serve your clients. Examples: Report problems, accounting errors, email problems.
- **Normal** requests are those that can typically be served via self-help resources. Examples: How to perform a task, questions on how to set up the system.
- **Enhancement** requests are any request for a function that does not currently exist in the system (or not in the way you want to use it.)

Depending on the product, type of request, and any optional support plans that you have subscribed to, you can generally expect an initial response within **2-24 business hours**.

## HOW DO I KNOW WHAT PRIORITY MY TICKET IS SET TO?

When your ticket is created, the priority will be set on the ticket. You will be notified via email of the priority of your ticket and what the status is. Emails will also be sent to you as updates are made to the ticket. At any time, you can reply to the email to inform your support technician of any updates or clarifications.