



Workfront Support Programs and Policy

The attached documents are confidential, proprietary, and trade secret information (“Confidential Information”) of Workfront and are provided solely for the purpose of evaluating Workfront with the understanding that such confidential information will be disclosed only to those who have a “need to know.” The attached documents constitute confidential information as they include information relating to the business and/or products of Workfront (including, without limitation, trade secrets, technical, business, and financial information) and are considered trade secret under the laws of the state of Utah and the United States.

Table of Contents

Introduction.....	3
Scope of Support.....	3
Customer Support Programs.....	4
Customer Support Hours.....	4
Authorized Support Contacts.....	4
Assigned Support Engineer Program.....	5
Workfront One.....	5
Contacting Workfront Support.....	6
Case Priority.....	6
Target Response Times.....	7
Target Resolution Times.....	7
Defect Resolution Process.....	8
Defect Severity And Target Resolution Times.....	9
Product Upgrades.....	9

Introduction

Workfront offers comprehensive Customer Support Programs to Workfront clients. This document describes the policies that govern the Workfront Customer Support Programs. It defines the programs, their coverage levels, priorities, and response times. Should you require further information, please contact your Workfront Account Executive.

Scope of Support

Support is provided whereby the customer identifies a problem or request that is reproducible and the request or symptom relating to the Workfront software requires assistance to resolve.

Examples of support requests that are included within a Workfront Support Program include:

- The Workfront software does not perform in accordance with the current product documentation.
- The customer is unable to gain access to the Workfront software.
- The Workfront software does not appear to be operational.

Examples of requests that are not included within a Workfront Support Program include (but are not limited to):

- Changes to the customer technical infrastructure.
- Changes to the Workfront system that would normally relate to implementation activities, such as modifications to business rules, setup, or configuration.

For requests where professional services or additional training is recommended, the customer may contact their Workfront Account Executive to request additional Workfront or partner services that are not included in a Workfront Support Program.

Customer Support Programs

We are committed to helping you make your Workfront solution a success. We understand that each business has unique needs, and our Customer Support Programs are designed to let you choose the right fit for you. The programs are:

CUSTOMER SUPPORT PROGRAM FEATURES	STANDARD	PREMIUM	ASSIGNED SUPPORT ENGINEER
Pricing	Team & Pro Plans	Business & Enterprise Plans	Add-on Service
Support Hours	12×5	24×7×365	24×7×365
Initial Response Time	4 hours	1 hour	1 hour
Contact Methods	Webform + Phone	Webform + Phone	Webform + Phone + Direct Line
On-Demand Case Escalation	X	✓	✓

CUSTOMER SUPPORT HOURS

12×5 is defined as:

- **Americas:** 6am–6pm, M–F, Mountain Time (MT)
- **Europe, Middle East and Africa:** 6am–6pm, M–F, Greenwich Time (GT)
- **Asia Pacific:** 6am–6pm, M–F, Australian Eastern Time (AET)

Please note the following regarding the above time zones:

- Excludes local holidays
- Geography is determined by the customer billing location on record

The Standard and Premium plans described above apply to the Team, Pro, Business, and Enterprise editions of Workfront. For information on legacy Workfront support plans, see [Workfront Legacy Support Program Information](https://www.workfront.com/wp-content/uploads/sites/5/2015/11/legacy-support-programs.pdf) or copy and paste the following link into your browser: <https://www.workfront.com/wp-content/uploads/sites/5/2015/11/legacy-support-programs.pdf>.

AUTHORIZED SUPPORT CONTACTS

Workfront recommends that each customer have a core team with trained system administrators. System administrators can be set up as Authorized Support Contacts (ASC). ASCs may open and manage customer support cases on behalf of their company and end users. To manage the ASCs for your company, contact Workfront Customer Support.

ASSIGNED SUPPORT ENGINEER PROGRAM

The Assigned Support Engineer (ASE) program is an add-on service that gives customers direct access to an experienced, named technical support engineer. Each ASE has responsibility for a group of customers who may contact the ASE directly for assistance with any customer support cases. The ASE is available during local business hours, as follows:

- **Americas:** 8am–5pm Mountain Time, M–F, US holidays excluded
- **Europe, Middle East and Africa:** 8am–5pm Central European Time, M–F, local holidays excluded

Other locations may be arranged on a case-by-case basis.

If you need help outside of the defined business hours, you will have access to our primary support team who will quickly assist you with any support needs. You can contact our primary support team by going to one.workfront.com or by calling Workfront Customer Support.

Every customer enrolled in the ASE program will also be assigned a backup ASE. When a customer's primary ASE is not available due to personal time off, training, holiday, or so forth, the backup ASE will be available to provide support in their absence. Other ASE's on the team may also assist at times to ensure the best customer experience.

Workfront One

Workfront One (one.workfront.com) is your all-inclusive resource for all things Workfront. Here, you can find product documentation, training, news, events, get support, and more. It's here that you can also access the Workfront community and connect with other customers to share best practices and tips, ask for ideas, and engage in user groups and forums.

Contacting Workfront Support

Workfront Customer Support is available during a customer’s support hours of access in order to answer Workfront questions or direct the customer to the appropriate Workfront resource for assistance.

To contact Workfront Customer Support:

- Call 844-306-4357 (HELP) or 44-1256-274200 or 61-1800-849259
- Submit a case at one.workfront.com

(For Urgent Priority cases, please call.)

CASE PRIORITY

Each customer support case is assigned with a priority according to the definitions in the table below.

Case priority is determined by:

- The customer’s ability to use the software to execute the intended business function;
- The extent to which the customer is unable to perform that function; and
- The impact on the customer’s business of not being able to perform the standard use of the function as designed by Workfront.

PRIORITY	RECOMMENDED	DESCRIPTION
Critical	Telephone	The Workfront production environment is not available or is critically degraded, and no acceptable workaround or alternative solution is available.
High	Telephone or Web	The Workfront production environment is seriously impacted and key features or business workflows are not usable; implementation projects are unable to continue; no acceptable workaround or alternative solution is available.
Medium	Telephone or Web	A Workfront feature or business workflow is restricted but operational; a workaround may be available.
Low	Web	The usability of the Workfront application is generally unaffected; this may be a request for information or assistance, an enhancement request, product feature clarification, or request for a change to product documentation.

Target Response Times

Initial response time is the time it takes Workfront Customer Support to provide an initial response on a new case. Initial response times can be found in the Customer Support Programs section. As a support case continues past the initial response, target response time measures all subsequent responses by Workfront Customer Support as defined by the table below.

The support engineer assigned to your case will provide regular updates to inform you of the progress of your case. The engineer will set expectations on the case so you know when you can expect further communication.

TARGET RESPONSE TIMES*	STANDARD	PREMIUM
Critical	1 hour	1 hour
High	4 hours	4 hours
Medium	8 hours	8 hours
Low	12 hours	12 hours

* Measured in business hours.

Target Resolution Times

We strive to resolve all issues as quickly as possible. The table below shows target times for resolution. Each case has differing complexities and resolution needs which may impact time to resolution.

Customer support cases requiring product code changes are not held to the corresponding target resolution times; however, in the case of a product defect, reasonable attempts will be made by Workfront Customer Support to supply a workaround. Customer support cases are often resolved more quickly than these target times.

TARGET RESOLUTION TIMES	STANDARD	PREMIUM
Critical	1.5 days	1 day
High	4 days	2 days
Medium	15 days	4 days
Low	20 days	7 days

Defect Resolution Process

The target resolution times referenced on page 6 do not apply to customer support cases reported to Workfront that require a software fix. In the event that a software fix is required, Workfront will take reasonable measures to ensure a timely resolution, in keeping with our current standards for software development, testing, and release.

The following process outlines the path taken when a product defect is reported to Workfront:

1. Customer reports the issue to Workfront Customer Support and a customer support case is created.
2. Workfront Customer Support works with the customer to determine if the issue is a software defect and, if so, documents the symptoms and the steps to duplicate the defect.
3. Once the issue has been clearly documented, it is escalated to a Workfront Customer Support escalation engineer. If the customer has an ASE, the ASE will keep ownership of this case and act as the escalation engineer. The escalation engineer performs additional troubleshooting and problem isolation as necessary and creates a defect report of the issue. The escalation engineer is now the primary owner of the issue and will work directly with the customer when updates, further troubleshooting, solution validation, and other communication about the issue are required.
4. The defect is reviewed by the Workfront quality assurance team. They conduct further isolated tests in test environments as needed and assign the defect to the respective product development team.
5. The product development team reviews the defect, prioritizes it, and assigns it to a developer.
6. The development team resolves the software defect and assigns it back to quality assurance to verify the fix.
7. Quality assurance verifies the fix and confirms the patch date for the specified defect.
8. On the determined patch date, the fix is deployed to the on-demand system.
9. The customer support escalation engineer updates the customer throughout this process as the status of the fix changes. When the fix has been deployed, the escalation engineer contacts the customer and asks them to verify the fix in their environment. When the fix has been verified by the customer, the customer support case is closed.

DEFECT SEVERITY AND TARGET RESOLUTION TIMES

DEFECT SEVERITY	SEVERITY DESCRIPTION	TARGET DEFECT RESOLUTION TIME
Critical	Workfront in the production environment is not available or is critically degraded, and no acceptable workaround or alternative solution is available.	24 hours
High	Workfront in the production environment is seriously impacted/ and key features or business workflows are not usable; implementation projects are unable to continue; no acceptable workaround or alternative solution is available.	14 days
Medium	A Workfront feature or business workflow is restricted but operational; a workaround may be available.	60 days
Low	The usability of the Workfront application is generally unaffected; this may be a request for information or assistance, an enhancement request, product feature clarification, or request for a change to product documentation.	120 days

Product Upgrades

The Workfront product will be updated on a regular basis. Since we use a SaaS model, all customers are on the same current version and do not have an option to be on a previous version. Our internal IT Operations team manages planned updates during our regularly scheduled maintenance time. New releases occur with prior notification via the Workfront announcement center and/or the release notes found on Workfront One. Users are typically given 30 days' notice in advance of major changes to the application. Users can also be invited to participate in beta testing.