

## Service Level Agreement Metrics



When You Call Vertex Product Support, It Is Important To Us That We Get To Your Call As Soon As Possible. We Answer The Phone On Average Within 45 Seconds, And 89% Of All Calls Are Answered Within Two Minutes.

### CUSTOMER SATISFACTION

We Will Treat You With Respect And Competently Answer Your Questions In A Friendly, Professional Manner, As Demonstrated By Our Ongoing Customer Satisfaction Survey Results.

Quarter	2015	2016	2017	2018	2019
1	93.6%	97.4%	97.0%	84.6%	89.9%
2	95.6%	98.2%	97.5%	81.4%	88.6%
3	95.5%	97.6%	94.8%	85.2%	90.9%
4	88.8%	94.6%	95.7%	84.0%	

### LIVE CALLS

We Will Do Our Best To Ensure All Calls Made To Our Product Support Team Are Routed To A Live, Qualified Support Analyst During Normal Business Hours (8:15 A.M. To 8:00 P.M. Eastern Time, Monday Through Friday).

Quarter	2015	2016	2017	2018	2019
1	98.8%	99.1%	98.7%	95.7%	99.9%
2	98.4%	98.6%	98.4%	98.1%	99.9%
3	98.9%	98.9%	98.4%	99.2%	99.9%
4	98.9%	99.0%	98.4%	99.7%	
<b>Vertex's average speed to answer is running below 45 seconds, and we strive to answer all calls within two minutes.</b>					

### RESPONSE TIME IN 2 HOURS

If For Any Reason We Are Unable To Answer Your Call Live (Because Of Unusually Heavy Call Volumes) Or You Should Contact Us Via Our Online Form, We Will Strive To Respond Within Two Business Hours. Please Note, You Must Log-In To [Myvertex](#) To Access The Online Form.

Quarter	2015	2016	2017	2018	2019
1	88.7%	86.5%	82.9%	91.7%	53.9%
2	86.6%	84.5%	82.5%	59.4%	52.8%
3	83.9%	82.3%	85.2%	53.2%	51.5%
4	84.8%	82.6%	75.9%	57.9%	

### ISSUE RESOLUTION

We Will Attempt To Resolve The Issue You Are Calling About During Your First Call. Resolution Will Come Through The Support Analysts To Whom You Were Originally Routed Or Through Escalation To An Appropriate Specialist.

If We Are Unable To Resolve Your Call During Your First Contact, Two Things Will Happen:

1. We Will Continue To Work Towards A Resolution To The Issue. While We Give Priority Attention To High Severity Cases, You Can Expect The Majority Of Issues To Be Resolved On The Same Day You Call.
2. We Will Provide You With Status Updates Periodically, Commensurate With The Severity Level Of Your Call.

#### RESOLVED FIRST CALL

Quarter	2015	2016	2017	2018	2019
1	58.5%	56.3%	53.5%	61.8%	28.1%
2	54.7%	55.7%	52.2%	40.6%	23.7%
3	52.5%	54.0%	50.2%	26.9%	23.7%
4	53.3%	54.6%	49.0%	26.6%	

#### RESOLVED SAME DAY

Quarter	2015	2016	2017	2018	2019
1	71.4%	69.2%	70.1%	62.5%	39.7%
2	70.5%	68.1%	68.2%	52.3%	37.3%
3	67.1%	67.5%	61.0%	43.2%	41.0%
4	66.9%	66.6%	64.2%	45.7%	

- AT ANY TIME DURING OR AFTER A SUPPORT CALL, YOU MAY REQUEST ESCALATION OF YOUR ISSUE TO A MORE SENIOR SUPPORT ANALYST OR TO MANAGEMENT.
- CALLS RECEIVED BY OUR VOICE MAIL SYSTEM DURING NON-BUSINESS HOURS WILL BE RETURNED THE NEXT BUSINESS DAY. THIS WILL BE DONE AS QUICKLY AS POSSIBLE, TAKING INTO CONSIDERATION YOUR TIME ZONE AND YOUR BUSINESS HOURS.