



Trimble Connect Support Policy

September 2020

Support Policy

Trimble offers support (“Support”) for Trimble Connect and its associated products and services, in accordance with the following terms:

Support Resources

Web Support

The option provides our Support team with relevant information regarding your inquiry and typically provides the fastest means of support.

To submit a web-based support request visit:

<https://go.trimble.com/Connect-Support-Form.html>

Email Support

If you’d like to bypass our web support, you can always email our Support team directly at connect-support@trimble.com.

(Note: While we do everything we can to provide support in a timely manner, we recommend using our Web Support option to expedite issue resolution).

Community Forum Support

This option provides a collaborative community site which allows customers to interact with Support and other users as well as access self-service functions (knowledge base, Forum, Web form, etc.).

For Community Forum Support visit:

[Trimble Connect Community Forum](#)

Support Hours

Trimble Support has agents in 3 global locations, allowing for support 24 hours per day, 5 days per week.

Specifically, support hours are as follows:

- Sunday 1:30pm MST through Friday 4:00pm MST
- Support is not available weekends or holidays

Targeted Response Times

Trimble Support is committed to providing consistent and timely support. To that end, the support team will use commercially reasonable efforts to meet the following targeted response times during support hours.

Priority targeted response times

- **High priority** 2 Hours
- **Medium priority** 4 Hours
- **Low priority** 8 Hours

Priority Definitions

High priority	The service is down completely, there is risk of significant data loss or corruption, a significant network problem that limits customer's ability to maintain productivity. High priority tickets would be anything that can have a significant negative financial, safety, or commercial impact.
Medium priority	The service is operational, but there has been a loss of one or more expected functions. Critical operations can continue, or a workaround is available. The medium priority ticket will encompass the majority of support cases submitted.
Low priority	The service is operating as expected, or a minor problem is encountered and a work-around is already in place; enhancement requests or requests for added functionality.
