

# IMPLAN Support Policy

*Every subscription to an IMPLAN package<sup>1</sup> is backed by the following support and service policy.*

## Guidance and Support with All Packages

1. The IMPLAN Support Site ([support.implan.com](https://support.implan.com)) provides articles and videos as an immediate solution to many questions users have in relation to software instruction, data sources, and study methodology. The support site also houses our complete [Training on Demand](#) video series. These modules are an interactive training course designed for new IMPLAN users or for those in need of an introduction to the fundamentals of economic impact analysis.
2. IMPLAN maintains a [Community Forum](#) within the Support Site to publicly answer specific questions from customers and encourage customers to comment on questions from other IMPLAN users. All customers have access to the IMPLAN Community Forum and can review previously answered questions and/or post their own questions. If you're doing a customized study, it's highly likely that others have asked for guidance on similar customization that can be used as a reference point. The average response time for questions posted to our Community site is 1-2 business days but may be up to 3 business days in complex cases. Customers may comment on questions and provide responses to others' questions at any time.
3. Active users<sup>2</sup> are encouraged to open a ticket by emailing [support@implan.com](mailto:support@implan.com) for any questions not addressed by the [IMPLAN Support Site](#). This is the fastest way to get in contact with the support teams. Complex questions cannot be answered via phone or virtual meeting.

## Dedicated Customer Success Managers

1. Personal onboarding and dedicated Customer Success Managers (CSM) are included only with certain packages. Other customers can purchase access to a Dedicated CSM. Dedicated CSMs are IMPLAN specialists who act as the first level of support and serve as the main point of contact for

---

<sup>1</sup> Package - Any IMPLAN software or service subscription

<sup>2</sup> Active - Customers that have an active subscription.

questions, inquiries, and feedback. They can be reached via email at [support@implan.com](mailto:support@implan.com) or via their direct email.

2. The goal of the CSM team is to facilitate customers' successful adoption and utilization of IMPLAN products and services. This includes supporting customers with IMPLAN terms and definitions, referencing case studies/reports, sharing support articles and documents, exemplifying economic best practices, escalating technical/analytical issues as necessary, and assisting in billing-related issues.
3. The scope of CSM support extends up to helping users on regional data, results, and basic model operation and functionality. All questions that involve complex data analysis, methodology, advanced modeling, or interpretation are escalated to our Education Services (ES) Economists and will be answered within three business days. All project-specific questions and assistance with framing a project can be supported by our ES Economists at an additional cost. Some economic topics or complex analysis require the expert advice of an ES Economist and will be escalated at the discretion of the CSM. This may delay support response time and incur an additional expense which is required before the consultation. You will be given the option to pursue any additional paid support. All customers are advised to reach out to [support@implan.com](mailto:support@implan.com) at least seven business days in advance of a report/study submission deadline to ensure access to IMPLAN economists.
4. Responses to emails are provided Monday through Thursday, 8AM - 5PM ET and Friday from 8AM to 3PM, IMPLAN recognized holidays excluded.

## Paid Expert Services from IMPLAN Education Services Economists

1. For complex topics requiring direct communication with an ES Economist, customers have the option to purchase a product that suits their needs. The services offered vary in level of involvement and cost. For more information, you may submit an inquiry to [support@implan.com](mailto:support@implan.com).
2. Expert guidance from ES Economists can include recommendations on best practices, advice on conducting a study, data gathering, and data organization, as well as interpreting and reporting results. Although we offer support and assistance, final determinations of assumptions and study inputs are determined by the customer as the analyst.
3. Customers who purchase [Support Package](#) will be provided with an email address to contact the team of advisory economists directly.
4. Support Package services are prioritized and handled by ES Economists. Customers who purchase advanced support packages will receive an initial response within 1 business day Monday through Thursday, 8AM - 5PM ET

and Friday from 8AM to 3PM, holidays excluded. Response time varies by issue complexity. Customers are encouraged to allow at least a week for support responses requiring extensive research.

5. For questions and queries regarding IMPLAN's underlying data, 30 minutes of research time will be provided at no additional cost. IMPLAN reserves the right to charge for additional research time. Responses to data inquiries may require retrieving archived data sets and can take up to 10 business days for a response.
6. Any purchase of Project Consultations or Project Reviews must be used within one year of purchase date.

## Subscription , Definitions, and Pricing

1. Subscription refers to any product or service in which the purchase price is associated with a time frame for access.
2. Subscription-based packages purchased are considered an annual subscription and renew or expire 365 days from the date of the purchase (unless otherwise established).
3. All active subscriptions can be renewed any time between the subscription start and the expiration date for the following year.
4. Any subscription that is not renewed before the expiration date is considered lapsed and no longer active. Inactive customers will need to email [sales@implan.com](mailto:sales@implan.com) in order to regain access to their expired subscription. Lapsed accounts will lose all combined regions and customized industries.
5. IMPLAN reserves the right to increase the price of products and services at the time of the renewal per current list prices.

## Note on IMPLAN Pro and IMPLAN Online

1. IMPLAN Pro (Version 3) and IMPLAN Online (Version 4) are legacy products that are no longer supported by IMPLAN.
2. We no longer provide support or recovery of old data for inactive customers. Please contact [support@implan.com](mailto:support@implan.com) for subscription options for IMPLAN Cloud.

