

IMPLAN Support Policy

Every subscription to an IMPLAN package¹ is backed by the following support and service policy.

Guidance and Support with All Packages

1. The IMPLAN Support Site (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. Additionally, the IMPLAN Support Bot, SAM, is available on the support site and inside of the IMPLAN application.
2. Active users² are encouraged to open a ticket by emailing 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.

Customer Success Managers

1. Customer Success Managers (CSM) are IMPLAN specialists who act as the first level of support and serve as the main point of contact for questions, inquiries, and feedback. They can be reached via email at 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

¹ Package - Any IMPLAN software or service subscription

² Active - Customers that have an active subscription (excluding third-party consultants or agencies managing accounts on behalf of a client)

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. You will be given the option to pursue any additional paid support. All customers are advised to reach out to support@implan.com at least seven business days in advance of a report/study submission deadline to ensure access to IMPLAN economists.

4. For questions and queries regarding IMPLAN's underlying data, 30 minutes of research time per year will be provided at no additional cost by IMPLAN's Data Team. IMPLAN reserves the right to charge for additional research time. Responses to data inquiries can take up to ten 10 business days for a response.
5. For consultants working alongside a customer, all communication with IMPLAN must run through the active customer. Consultants working for a current customer may attend meetings with IMPLAN but the subscriber must be present.
6. Responses to emails are provided Monday through Thursday, 8AM - 5PM ET and Friday from 8AM to 3PM ET, IMPLAN recognized holidays and the annual company retreat 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.
2. Project Consultations pair you with an IMPLAN economist for an up to 60-minute consultation to answer your project-specific questions.
 - a. Expert guidance from ES Economists can include recommendations on best practices, advice on conducting a study, data gathering and 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.
 - b. Any purchase of Project Consultations must be used within one year of purchase date and while under subscription.
3. Project Reviews are required for ES Economists to read any part of a written report.
 - a. IMPLAN will provide you with feedback and suggestions based on our review for an up to 50-page report. A 30-minute phone consultation to answer further questions and provide additional service can follow.

- b. Project Reviews include a read through, with appropriate notes, of the economic impact report only. No analysis of the data or model are involved.
 - c. Any purchase of Project Reviews must be used within one year of purchase date and while under subscription.
 4. Our [Premium Support](#) package is our highest level of support, which includes direct communications with the IMPLAN Education Services economists.
 - a. Premium Support customers will be provided with an email address to contact the team of advisory economists directly. These emails are prioritized and handled by ES Economists. Initial responses will occur within one business day, however, response time varies by issue complexity. Customers are encouraged to allow at least seven (7) business days for support responses requiring extensive research.
 - b. For consultants working alongside a customer, all communication with IMPLAN must run through the active customer. Consultants working for a current customer may attend meetings with IMPLAN but the subscriber must be present.
 - c. Up to two Project Consultations per month are also included in our Premium Support Package. These are 60-minute consultations with ES Economists to answer project-specific questions. The team will provide best effort scheduling to meet all customer needs with available times Monday through Thursday, 8AM - 5PM ET and Friday from 8AM to 3PM ET, IMPLAN recognized holidays, the annual company retreat, and customer training excluded.
 5. Studies, results, and reports that rely on IMPLAN's data or application are limited by the assumptions of the user concerning the subject or event being modeled. Studies are in no way endorsed or verified by IMPLAN unless otherwise stated by a representative of IMPLAN. It is the responsibility of IMPLAN users to be aware of the assumptions, ensure inputs are defined appropriately, and that results are interpreted correctly.

Subscription , Definitions, and Pricing

1. All IMPLAN Cloud subscriptions include support for the duration of the subscription term. Per the Terms and Conditions, using IMPLAN data after a subscription has expired for new studies and analysis is prohibited.
2. All active subscriptions can be renewed any time between the subscription start and the expiration date.
3. Any subscription that is not renewed before the expiration date is considered lapsed and no longer active. Inactive customers will need to email



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sales@implan.com in order to activate a subscription that has expired. Lapsed accounts will lose all projects, combined regions, and customized industries.

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 do not provide support or recovery of old data for inactive customers. Please contact sales@implan.com for subscription options for IMPLAN Cloud.

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