InfoVista®

Quality Charter for Planning & Optimization Customer Support

Last updated August 18, 2015

WELCOME

Welcome to InfoVista Customer Support! The InfoVista team is dedicated to providing world-class support and we're here to help you maximize your investment in our products.

Excellence in customer support is about more than just providing technical answers. It is about building trusted relationships and ensuring your success. We look forward to working closely with you to ensure you have a positive experience with our products.

We recognize how important our products are to your business which is why we strive to continually improve our support services. Please visit the Customer Support pages on our website at www.infovista.com to find the latest support information and tools.

About this guide

This guide is intended to provide an overview of the services you are entitled to under your support agreement. The guide also explains how to obtain support and describes the support process in detail. For more information, contact your regional Customer Support center (see "How to contact us" on page 6).

Who we are?

InfoVista Customer Support centers are strategically located throughout the world providing expert technical support services for InfoVista product lines as well as for related partner products. Our team consists of a dedicated group of seasoned product support specialists who are committed to helping you get the most out of your investment in our products.

Programs and services

The components of InfoVista's standard support package are listed in Table 1 (see page 5). For further information on optional components, see "Renewing or upgrading your support" on page 7.

Self-Service

InfoVista offers customers with support contracts access to a comprehensive self-service web portal that provides a searchable Knowledgebase and on-line case logging and management. To access the portal, you are required to have an account which consists of a username and password. To register for this service, please contact your regional Customer Support center.

WELCOME

Table 1: Support Plan Summary

Feature	
Unlimited email support (8x5)	✓
Unlimited phone support (8x5)	✓
Online case logging and management	✓
Knowledgebase access	✓
Major/minor upgrades	✓
Maintenance releases	✓
Software patches	✓
On-site support*	$
API support*	$

✓- included $ - available at additional cost

* Please contact your account manager for details.

GETTING STARTED

How to contact us

InfoVista has Customer Support centers strategically located around the world to provide a high level of service to our customers. To obtain service, you should contact a Customer Support center in the region where you purchased your InfoVista software and support agreement. Contact information for each center is provided below.

For Planning Software (Mentum Planet, Mentum Ellipse, Mentum Fusion and Mentum CellPlanner):

The Americas, including North and South America and the Caribbean
Hours: 9am - 7pm EST (Mon to Fri)
Phone: +1 866-921-9219 (toll free)
Phone: +1 819-483-7094
Email: support.mentum@infovista.com

Asia-Pacific, including South and Southeast Asia and Australia but excluding Japan and Korea
Hours: 9am - 6pm MYT (Mon to Fri)
Phone: +60 3 8605 3394 (Malaysia)
Email: support.mentum@infovista.com

Europe, Middle East and Africa
Hours: 9am - 6pm CET (Mon to Fri)
Phone: +33 164 86 85 08 (France)
Email: support.mentum@infovista.com

Japan and Korea
Hours: 9am - 6pm JST (Mon to Fri)
Phone: + 81 3 6861 7555 (Japan)
Email: support.mentum@infovista.com

For Optimization Software (Xeus Pro and Xeda):

The Americas, including North and South America and the Caribbean
Hours: 9am - 7pm EST (Mon to Fri)
Phone: +1 866-921-9219 (toll free)
Phone: +1 819-483-7094
Email: support.aexio@infovista.com

Asia-Pacific, including South and Southeast Asia and Australia
Hours: 9am - 6pm MYT (Mon to Fri)
Phone: +60 3 8605 3394 (Malaysia)
Email: support.aexio@infovista.com

Europe, Middle East and Africa
Hours: 9am - 6pm CET (Mon to Fri)
Phone: +33 164 86 85 08 (France)
Email: support.aexio@infovista.com

Support eligibility

Technical support is offered to customers who have purchased support contracts and to customers who are trialing InfoVista products.

Support eligibility is determined based on the software maintenance contract expiry date associated with your product ID number. You will be asked for this number when you request technical support. For further information on purchasing or renewing support plans, see "Renewing or upgrading your support agreement" below.

Renewing or upgrading your support agreement

Before your current support contract expires an InfoVista representative will contact you to discuss your renewal options. This will ensure that your support contract will not lapse which could result in a loss of support service. During your support contract you may contact InfoVista to discuss any aspect of your plan. To obtain the name of your account representative please contact one of our regional Customer Support centers.

CASE MANAGEMENT

What is a support case?

A support case is generally defined as a single question, issue, problem or symptom. InfoVista tracks all support requests in a Customer Relationship Management (CRM) system.

Examples:

- You are encountering an error message when using an InfoVista application

- You are looking for clarification with respect to a specific product feature or function

- You would like to log a change request

- You have a general inquiry about products, releases, training services etc…

InfoVista software products are technical in nature and broad in scope. As such, we strongly recommend that all users take product training prior to using the software. While our Helpdesk makes every effort to respond to all service requests, general questions about product usage and application that would otherwise be covered through training or mentoring engagements may be refused (especially when call volumes are high). For information about training and mentoring please contact your account manager.

Before logging a case

Before logging a new case, you should:

1. Consult the InfoVista product documentation and product knowledgebase to ensure you are operating the software using the correct settings and workflows.

2. Verify that your problem relates to an InfoVista product or InfoVista partner product. If the problem is due to another hardware or software component, you should contact the other vendor for assistance. If the root cause of your problem is unclear InfoVista will work with you to determine the appropriate vendor to troubleshoot the problem.

3. Verify that you are using a supported version of InfoVista software. For a list of support end dates for all products, please refer to the *InfoVista Supported Solutions and Products for Wireless Network Planning & Optimization* on our website.

4. Determine whether the problem occurs only on a specific computer or whether it is reproducible on multiple computers.

5. Determine whether the problem is random or can be reproduced consistently.

6. Determine whether your problem could be due to a recent change in your computing environment (e.g., change in operating system, database, or security settings etc…).

Logging a case

To ensure the fastest possible resolution time when logging a new case, please be sure to provide the following information when contacting an InfoVista Customer Support center:

- Your product ID number

- Detailed contact information including your name, phone number(s), and e-mail address

- The hardware specifications of your system

- Product version and build numbers

- A detailed description of your problem

- A list of the steps to reproduce the problem

- Screenshots of error messages etc…

- An indication of the impact/urgency of the problem

- Any other information that will help us solve your problem

In some cases, you may also be asked to provide us with your project data so that we may reproduce and troubleshoot your problem in our testing environment. In such cases, your support representative will provide details on how to transfer the data to our servers.

Upon opening a new case, our support representative will confirm with you:

- The exact question or problem

- The agreed priority level

- Any additional information/data that is required from you in order to fully investigate your problem

- The next steps we will take in answering your question or investigating and resolving your problem

- You will also be provided with a case number that you can refer to when you contact us to discuss your case.

CASE MANAGEMENT

Table 2: Case Priority and Response Time

Description	Business Impact	Examples	Target Response
P1 - Emergency	• The reported issue prevents the product from being used at all and there is no workaround available • The problem causes business operations to be severely disrupted	• The application cannot be run at all (e.g. license issue, data corruption issue etc…)	2 hours
P2 - High	• The reported issue seriously affects an important component or function of the tool however the product as a whole can still be used • The problem significantly affects a user (or users) ability to carry out his/her work	• The application crashes or hangs under common workflows • An unhandled exception is generated when using a specific tool or when carrying out a common procedure • The application is generating incorrect or unexplained results	4 hours
P3 - Medium	• The reported issue is relatively minor and has no significant impact on the overall usability of the tool • The problem causes minimal impact on business operations and does not prevent the user from doing what he/she needs to do	• The application fails under specific boundary conditions (user can work around limitation) • The application behaves in an unexpected or irregular way (user can easily work around issue) • GUI errors, documentation error etc… • Technical questions	6 hours
P4 - Low	• The reported issue has no impact on business operations	• General inquiries • Change requests • Procedural (how-to) questions	8 hours

Note:

- *Target response is the time taken by the InfoVista Customer Support team to first respond after a support request is received*
- *The times in this table represent the committed median response time of all cases in the corresponding category*

CASE MANAGEMENT

Working together to resolve a case

It is important to understand that resolving a case is a two-way process. InfoVista cannot solve a case without your cooperation and involvement.

InfoVista commits to providing the necessary resources to investigate and resolve your case in a timely manner. Furthermore, we will endeavor to provide a temporary solution where possible to minimize downtime until a final solution can be provided.

In turn, you are expected to assist us in our investigation of your case by:

- Providing us with complete and accurate contact information so we can reach you while investigating your case

- Making the appropriate staff available to assist us in our investigation (for instance, a database or network administrator may be required)

- Providing information and/or project data so that we can reproduce and investigate the problem in our own environment

- Providing access to your environment to allow us to investigate problems and/or test fixes

Case escalation

In some situations, it may be necessary for a case to be escalated to ensure that it gets the proper level of attention and resources. Cases can be escalated in a number of ways:

- By you at any time if you feel your case is not being handled properly or if you feel it requires higher priority

- By an InfoVista support representative at any time if he/she feels the case requires additional attention and/or resources

- Automatically based on priority and time in service

To request an escalation, simply contact an InfoVista support representative, quote your case number and indicate the reason(s) for your request. Your request will be raised to an InfoVista Customer Support Manager who will work with you through the escalation process.

CASE MANAGEMENT

Closing cases

InfoVista support representatives work hard to investigate and resolve your cases as quickly as possible. Cases are only closed after you accept a final answer or solution.

Before closing your case, an InfoVista support representative will contact you by phone or by email to confirm you are satisfied with the answer or solution provided. In the event that you do not respond to an initial confirmation attempt we will make a minimum of 2 reminder attempts over a period of not less than 7 days. If we still don't hear back from you we will close the case and send you an email notification advising you that your case has been closed.

If you subsequently contact us within 3 business days regarding a closed case we will re-open that case, if necessary. Otherwise, if you contact us more than 3 business days after case has been closed, we will open a new case.

Cases relating to software defects remain active until a fix is delivered by way of a patch or maintenance release. You will be notified of the availability of such a fix before we close your case.

Cases related to change requests remain active until the request has been reviewed by InfoVista Product Management and a decision has been communicated to you.

Defects

If your issue is determined to be a software defect your case will be logged in our defect tracking system and will be escalated to our Maintenance Control Board (MCB). The MCB meets on a weekly basis to review and prioritize defects raised by customers and consists of representatives from Customer Support, Product Management, and Product Development. Once a decision has been made on how your defect will be addressed a support representative will contact you with the details. Furthermore, you will be notified when a release that addresses your issue becomes available at which time we will close the case.

PRODUCT UPDATES

Change requests

InfoVista welcomes your suggestions and ideas that will help to improve our software and documentation in future releases. You may contact our Customer Support centers at any time to propose new features or product enhancements. Please ensure that your request contains the information required for us properly analyze it by including the following information:

- Your full contact information
- A detailed description of your request
- The reason/justification for the request
- An indication of urgency of the request
- Any additional information that will help us to analyze the request

The InfoVista Product Management team review change requests on a regular basis and give all requests careful consideration however we cannot guarantee that your request will be implemented in a future release.

Software releases

The InfoVista Product Development team is constantly working to improve the capabilities and performance of our software. As a result, new releases are available on a regular basis. Customers with active maintenance contracts are entitled to receive all available releases at no additional charge. All releases are available on the Product Downloads pages in the Customer Support section of our website. Table 3 below describes the various release types.

Table 3: Product Release Type

TYPE	DECRIPTION	FREQUENCY
Major Release (**X**.Y.Z)	May include new features/capabilities, architectural enhancements, support for new environments, performance improvements, quality improvements or bug fixes	Generally every 3-5 years
Minor Release (X.**Y**.Z)	Includes new features/capabilities and fixes to customer-reported problems and issues discovered internally	Generally every 6-12 months
Maintenance Release (X.Y.**Z**)	Includes fixes to customer-reported problems, issues uncovered internally and occasionally minor new features/capabilities	As required (generally 3-4 per year)
Patch	Includes fixes to specific issues and are normally sent only to the customer that has reported the problem	As required

END OF SUPPORT

End of support

InfoVista supports the current and immediately prior major or minor versions of all InfoVista products. We also support the version previous to the immediately prior version for a period of 6 months. Following the end of support date, no further maintenance releases or hot patches will be released for that version. Technical support inquiries regarding terminated versions will be handled on a best-efforts basis only. For a list of support end dates for all products, please refer to the *InfoVista Supported Solutions and Products for Wireless Network Planning & Optimization* page on our website