

InfoVista Quality Charter

September 28, 2018



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1 Introduction

1.1 Purpose of the document

This document is intended to inform InfoVista Customers of the services they can expect from InfoVista Customer Support Organization (CSO). All described services are available only to Customers who have contracted for support and maintenance services and paid outstanding invoices.

1.2 Content Disclaimer

This document is for informational purposes only and describes certain services. It does not modify or amend a license agreement in any respect. InfoVista reserves the right to make changes to this document and the policies and procedures included within it at any time.

The word Customer, as used in this document, means an InfoVista Customer.

1.3 Questions

If you have any questions concerning any policies and procedures included within this document, please contact Customer Support Management at support-mgt@infovista.com

1.4 Objectives of the Support Quality Charter

InfoVista Customer care organization is dedicated to achieving high customer satisfaction by delivering efficient care and services to our customers worldwide.

Our care organization delivers Technical Help Desk services, technical support, and maintenance services by taking maximum advantage of our presence around the globe.

2 Accessing Technical Support

2.1 Before contacting the Technical Support

To obtain the best service and the fastest resolution time from InfoVista's Technical Support, you are kindly required to take care of the following points before contacting us:

- Clearly define your request
- Provide your contract number
- Gather background information
- Gather diagnostic information
- Determine the priority level of the case.

2.2 Define your request

It is important to be specific when explaining a problem or asking a question to the Technical Support. Please prepare beforehand a detailed description of the problem and symptoms.

2.3 Gather background information

Your ability to answer the following questions will help us to efficiently solve your situation:

- Which release were you running when the problem occurred (hardware, software, central systems, operating systems, etc.)?
- Has this problem already happened before or is this an isolated problem?
- Can the problem be recreated? If so, what steps are required?
- Have changes been recently applied to the system? To your IT environment? Which one?

2.4 Gather relevant diagnostic information

To understand the situation and accelerate the resolution of a problem, the Technical Support will require specific diagnostic information such as logs, scripts results and environment data. Your ability to provide this information is often the most critical step in resolving your case. If you are unsure about what information is required, visit our support web portal at <https://support.infovista.com>.

2.5 Determine the Priority Level

We encourage a self-evaluation of your question/problem priority level. The Technical Support can help you determine it based on the business impact of the issue.

You can change the priority level of a problem if circumstances evolve since opening your case. Priority levels are defined in each product line sections.

2.6 How to contact the InfoVista Technical Support?

The Technical Support can be accessed through web, email and phone. Note that each product is supported by different teams of experts. All these teams are reachable via the same phone numbers, but with different email addresses:

Contacts		
Phone		
Europe	Americas	Asia-Pacific
France: +33 1 55 52 15 22 UK: +44 800 358 1873 Sweden Toll Free: +46 200 123 799 Germany Toll Free: +49 800 000 00248	US: +1 866 921 9219 Canada: +1 819 483 7094	Malaysia: +60 386 053 394 Singapore: +65 62 43 37 63 China: +86 85 19 94 99
Email		
InfoVista Ipanema and 5view support	support.wan@infovista.com	
InfoVista Vistalnsight Support	support.sa@infovista.com	
InfoVista Radio Engineering Support	support.ran@infovista.com	
InfoVista TEMS support	support.tems@infovista.com	
Web Portal		
https://support.infovista.com	<ul style="list-style-type: none"> • Online Case Access • Knowledge base • Software downloads (Ipanema and 5view) 	
E-delivery services (available on demand)	<ul style="list-style-type: none"> • Software downloads (Vistalnsight and 5view) 	

3 Case Handling

3.1 Case lifetime

A case can be opened by phone, e-mail or web form. Once the case is opened, it is registered in the InfoVista CRM database and you are provided with a case number. A Technical Support engineer will then take ownership of the case until closing.

The case will be handled according to its Priority Levels and Response Time Objectives. Our Technical Support expects you to promptly provide additional troubleshooting information as requested during the lifetime of a case.

A full resolution or a temporary workaround (configuration change, software patch, etc.) will then be proposed for application.

A case is closed when:

- Customer is satisfied with the answer, solution, fix or workaround.
- We have not received requested information within ten working days and we have sent notification five working days before closure.
- The Customer informs us that the case is no longer an issue.

In the unlikely case the problem reoccurs after closure, it might be re-opened within 30 days of closure. After this delay a new case will be opened.

3.2 Resources

The InfoVista Technical Support is composed of well-trained InfoVista certified engineers whose main objective is taking the extra step to ensure Customer satisfaction.

Our support engineers make use of a variety of resources to diagnose and resolve customer's issues as quickly and efficiently as possible. These resources include:

- Knowledge base about current and solved issues;
- Dedicated labs to simulate customers' environment, replicate technical issues and validate the efficiency of proposed solutions;
- Remote access to your system, for example to share screenshots.

3.3 Best Practices

The following best practices help us to ensure timely resolution to your question or problem:

- Keep questions/issues separate (one request per case) for better tracking;
- Select the appropriate Priority Level and detail business impacts to get the right focus on your problem;
- Ensure a good collaboration between you and the Technical Support engineer;
- Maintain your software reasonably updated;
- Provide timely feedback and close the case when your request has been addressed.

If the case is opened through email or Web, you should receive an automated answer by email

3.4 Status Reporting Process

Our reporting process is also based on the priority scheme and determines the frequency we update our customers on the progress of their cases.

Elapsed Time/ Priority	P1 - Emergency	P2 - High	P3 - Medium	P4 - Low
Status Reporting	Daily update will be communicated to the Customer by the Engineer or the Regional Manager who owns the case.	An update will be communicated every three days (at the latest) to the Customer.	An update will be communicated on a weekly basis.	An update will be communicated on Customer request.

3.5 Online Case Access

<https://support.infovista.com> is the support homepage for all our customers. It provides access to My Cases.

To request the access, connect to <https://support.infovista.com>, then click on “Not a member”. The following personal information must be filled: First Name, Last Name, Company, and mail address as well as the InfoVista product line you are interested in.

To reset the password should this one be lost, connect to <https://support.infovista.com>, then click on “Forgot your password”.

The online case Access allows to:

- Submit a case on line
- Follow information on existing cases including Status Field

The status field is of primary importance and can have the following values:

NEW: The case was just entered in the system and is waiting to be assigned to a Customer Support Engineer.

IN PROGRESS: The case is under investigation by a Customer Support Engineer.

ESCALATED TO R&D: The Customer Support Engineer escalated the case internally within InfoVista (to the Research and Development department, to Product Management or to any other department of InfoVista).

PENDING INFORMATION FROM CUSTOMER: The Customer Support Engineer is waiting for information from the customer.

FIRST/NEW SOLUTION SENT: The Customer Support Engineer proposed a solution to the customer. He/she is waiting for confirmation the solution works and the case can be closed.

PENDING FEEDBACK ABOUT SOLUTION: After providing the solution, the customer came back with additional questions related to the proposed solution. After responding to these questions, the Customer Support Engineer will set the case to “Pending feedback about solution” to confirm that he/she is still waiting for the validation of the initial proposed solution.

CLOSED: The customer agreed to close the case.

REJECTED: The ticket does not need to be investigated/Spam. To be rejected

3.6 Escalation Guideline

Based on the priority scheme, InfoVista has established a rigorous problem escalation procedure designed to provide:

- Appropriate management awareness
- Sufficient technical resources to isolate duplicate and debug the problem
- Engineering support to define and to implement fix to resolve the problem

This escalation process is based on automated notifications that follow the following guidelines.

Elapsed Time/ Priority	P1 - Emergency	P2 - High	P3 - Medium	P4 - Low
24 hours	WW Support Director			
48 hours	VP WW Customer Care	WW Support Director		
1 week	SVP Operation	VP WW Customer Care	WW Support Director	

Notes:

- (1) Stated escalation process requires that the Customer provides all required information and test results.
- (2) Time frames are intended to be used as a guideline and not a substitute for sound business practices.

Should the customer feel the need to proceed to additional escalation, InfoVista recommends that Customer-initiated escalation begin at the Director level and proceed upward using the escalation guideline shown above for reference. This will allow those most closely associated with the support resources to solve any service problems quickly.

4 Support Global Policies

4.1 Third-party products

The InfoVista product portfolio does include and integrates third-party products. InfoVista warrants these third-party products to the same level as InfoVista is given warranty on them. There are, however, limitations regarding the level of technical support that is available.

If there is problem with a third-party component or part of the system (such as a mobile handset or a third-party software module), the allowed time for providing a temporary solution or resolution will be prolonged by the actual waiting time for that part being fixed by the supplier. If a problem cannot be fixed by the third-party provider, InfoVista will treat this bug as a limitation. InfoVista shall not be held responsible for a verified limitation, in a third-party product or component.

4.2 End of Support Policy

InfoVista will provide support for each version during a minimum of 18 months from its release on the market by InfoVista. End of Life and support timelines can be found on the InfoVista website.

<https://www.infovista.com/customer-support>, go to the support business line you are interested in and scroll down the “Support Documents” section

4.3 InfoVista support lines

InfoVista offers you a complete solution that covers the entire lifecycle of your network. The support organization is made of teams of experts covering specific products. Each product has different uses. Some are active on the network, like the Ipanema product, others are not, like the VistaInsight solution. For this reason, services and availability of the support will not be same depending on the product.

5 InfoVista Ipanema and 5view support

5.1 Availability

InfoVista Support Services for Ipanema offers:

- 24x7 access to the Technical Support organization
- 24x7 access to the Technical Support website
- 24x7 access to the Knowledge base

InfoVista Support Services for 5view offers:

- 9x5 access to the Technical Support organization
- 24x7 access to the Technical Support website
- 24x7 access to the Knowledge base

For both Ipanema and 5view products:

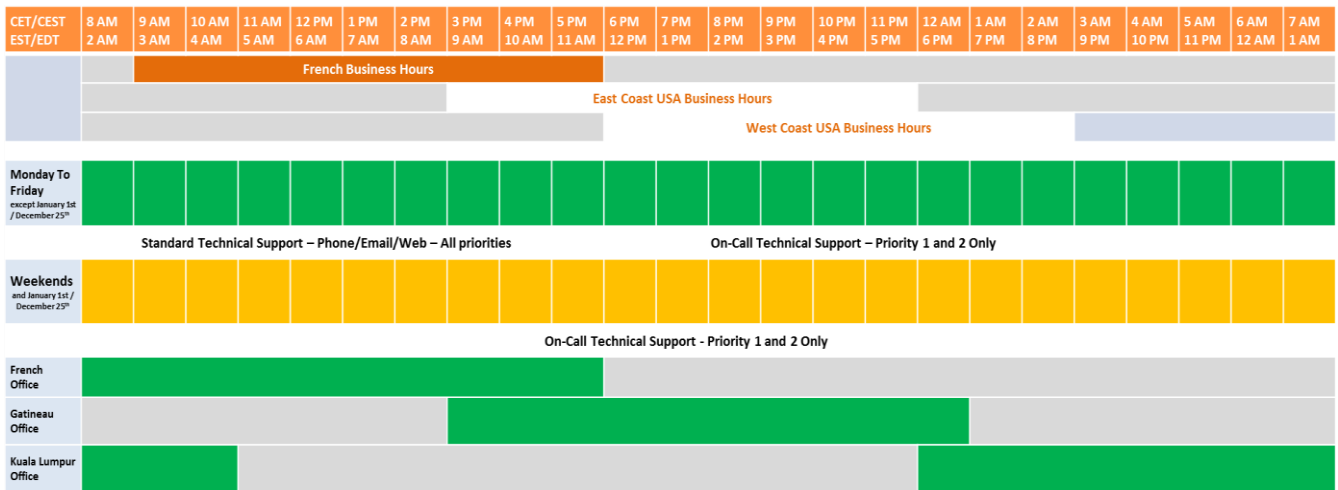
- Software corrective releases, patches, etc.
- Software evolutive releases
- Hardware advanced replacement of faulty devices
- Technical Documentation about Ipanema and 5view Products and Services

5.2 Technical Support timezone coverage details

InfoVista operates its Technical Support from the following locations:

Standard hours		Languages
Paris office (France)	Monday to Friday – 8 am to 6 pm CET/CEST	English / French
Ottawa office (Canada)	Monday to Friday – 9 am to 7 pm EST/EDT	English / French
Kuala Lumpur office (Malaysia)	Monday to Friday – 7am to 6pm MYT	English
Note that 5view support is only performed from the Paris office.		
On call hours - Limited to Priority 1 and 2 Ipanema cases*		English
All time that does not match Standard Hours Weekend coverage, January 1st, December 25th + May the 1st for the French office hours	*See Priority Levels definition in section	

Extended working hours and people on-duty allows to provide 24x7 access to our team, either in full access during “standard hours” or on-call during “on-call hours”. Please remember that “on-call hours” applies only for Priority 1 and Priority 2 cases.



Time zone details

5.3 Information needed

When submitting a case, please make sure you have the following information ready:

- System ID (you can find it in the “About” menu)
- Company Name
- Contact Name
- Phone number where you can be reached
- Related product and version information
- Detailed description of the issue/question
- Priority level

5.4 Priority Levels

All cases are prioritized according to their impact, from Priority 1 to Priority 4 (P1 being the most important and urgent).

Priority level	Definition	Examples
Priority 1	Problem that results in severe service or performance degradation or a complete outage in a production environment. The problem shall be continuously addressed until a workaround or a solution is provided. (does not concern reporting services)	<ul style="list-style-type: none"> • Site fully isolated from the network. • Business critical applications blocked on the global network.
Priority 2	Problem that results in a partial degradation of performance with a significant impact on the business.	<ul style="list-style-type: none"> • Business critical application performance degradation. • Reporting service unavailable with a direct impact for users.
Priority 3	Problem with no significant impact on service or performance. This problem is tolerable while operating the system.	<ul style="list-style-type: none"> • Performance degradation for an application that is non-business critical. • Reporting incoherence.

		<ul style="list-style-type: none"> • Hardware failure - RMA (see section 5.6).
Priority 4	Case with no immediate operational impact.	<ul style="list-style-type: none"> • “How-to” configuration question. • Documentation request. • Technical explanation. • Licensing request.

Figure 1 - Priority level definition

The severity setting may be altered by the support engineer (with severity either increased or reduced) after the initial analysis of the problem to better reflect the nature of the ticket and to ensure the correct prioritization within the support organization. This is generally done with the customer’s approval.

If the situation at the customer site changes so that it requires a higher severity setting, the customer can contact the customer care organization to request a severity level increase. The support process also has the option to downgrade the severity after the workaround has been given and this can be approved by the customer.

5.5 Response time

5.5.1 Response Time definition

The Response Time applies:

- When you open a new case: the initial response may result in the direct resolution of your request or form the basis for determining additional actions;
- When you require an update: the response will contain updated information about the case and provide you more details about the investigation progress.

Be sure you and the Technical Support engineer are in agreement on the next action and the next checkpoint.

Also note that cases with priority level 3 and 4 opened during “On-Call hours” will be queued until next business day.

5.5.2 Response Time objectives

Priority Level	Initial Response Time Objective
Priority 1	Within one hour
Priority 2	Within one hour
Priority 3	Within two business hours
Priority 4	Within two business hours

Ipanema and 5view response time objectives

5.6 Hardware Support - Return Material Authorization

5.6.1 RMA Policy

In order to minimize outage time we provide an advanced replacement unit in case of a hardware failure.

For the Ipanema devices, and 5view premium contracts, the Hardware Support consists of advanced replacement of faulty hardware devices after the failure diagnostic has been agreed by Technical Support. Shipping of a replacement device from one of our logistic center will occur Next Business Day (NBD) at the latest.

The faulty equipment must be returned to an InfoVista authorized location within 10 business days.

For 5view standard contracts, the Hardware Support consists of standard replacement. This means that InfoVista must receive the faulty device first. The new device is then sent in the next 10 business days.

Incoterms (International Commercial Terms) are DAP (Delivered At Place). The shipper pays for freight, foreign port charges and delivery to final destination and the receiver pays for customs duties and taxes.

5.6.2 RMA Process

5.6.2.1 Open a case

If you are suspecting a hardware failure, simply open a case so we can take care of the request, check the failure diagnostic and track it until its full resolution.

A case must be opened for each hardware failure to allow proper tracking of RMA requests.

5.6.2.2 Provide investigation information

A failure diagnostic by the Technical Support is mandatory to authorize an RMA. In order to accelerate this diagnostic, please provide the Technical Support with relevant technical information such as logs, scripts results and environment information. Your ability to provide this information is important to shortening the RMA authorization delay.

If you are unsure about what information is required, please visit our support web portal at <https://support.infovista.com/>.

5.6.2.3 Complete and submit the RMA form

Once the Technical Support has authorized the RMA, you will be given a web link to the RMA form.

Please complete all the necessary information to process the RMA (contact name, shipping address, configuration details if needed, etc.), check the "I understand and agree to the terms and conditions of the RMA" box and finally submit the form.

5.6.2.4 Deliver the replacement part

For Ipanema and 5view premium, once the RMA form has been submitted and validated by the Technical Support, the replacement part is shipped, by express courier within the Next Business Day (NBD). You are provided with the Tracking Number from the courier delivery company.

5.6.2.5 Ensure the faulty device is sent back to InfoVista

You will receive by email all the relevant information to return the faulty device to InfoVista. It must be received to an authorized InfoVista hardware return location within the next 10 business days. After this delay you will be charged the current fee for this equipment.

The address is:

**InfoVista SA
Site Logistique
129 avenue de Paris
91300 Massy
France**

6 InfoVista VistaInsight Support

6.1 Availability

24x7 availability is provided to:

- Technical Support organization
- Technical Support website (Knowledge base, MyOpen Cases)
- Software download
- Technical Documentation about VistaInsight Products and Services
- License Key generation/deactivation

Please note that the Software download is available through our E-Delivery Platform:

<https://infovista.subscribenet.com/>

6.2 Technical Support timezone coverage details

Standard hours		Languages
Paris office (France)	Monday to Friday – 8 am to 7 pm CET/CEST	English / French
Ottawa office (Canada)	Monday to Friday – 9 am to 8 pm EST/EDT	English/French
Kuala Lumpur office (Malaysia)	Monday to Friday – 9am to 6pm MYT	English/Chinese
On call hours - Limited to Priority 1 and 2 cases*		English
Weekend coverage, January 1st, December 25th + May the 1st (for the French office hours)	*See Priority Levels definition in section	

Please note that Asia Pacific customers may also be supported from our satellite support enter in Beijing.

6.3 Information needed

When submitting a case, please make sure you have the following information ready:

- Company Name
- Contract number
- Phone number where you can be reached
- Related product and version information
- Detailed description of the issue/question
- Priority Level

6.4 Priority Levels

All cases are prioritized according to their impact, from Priority 1 to Priority 4 (P1 being the most critical one).

Priority Definition	Business Impact	Examples
P1 – Emergency Critical production issue	The problem causes business operations to be severely disrupted. The reported issue prevents the product from being used at all, there is data loss and there is no workaround available. Full engineering support is required. Main objective is to reduce the priority of this issue to a P2 as quickly as possible	IVServer crash and inability to restart it. VPortal reports not accessible anymore...
P2 – High Urgent production issue	The problem significantly affects a user (or users) ability to carry out his/her work. The reported issue seriously affects an important component or function of the tool however the product, as a whole, can still be used.	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...
P3 – Medium Normal production issue Critical development issue	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 or documentation error ...
P4 – Low Informational	Emergency - The reported issue impacts business operations Normal - The reported issue has no impact on business operations used	Technical questions, General inquiries, Change requests Procedural (how-to) questions

For P1 – Emergency issues, InfoVista begins continuous work on the problem, and a Customer resource must be available at any time to assist with problem determination. It is important to note that without Customer input, it is extremely difficult to determine due cause of cited problems. The main objective of the continuous work is to reduce the priority of this issue to a P2 and get the data available again.

The severity setting may be altered by the support engineer (with severity either increased or reduced) after the initial analysis of the problem to better reflect the nature of the ticket and to ensure the correct prioritization within the support organization. This is generally done with the customer’s approval.

If the situation at the customer site changes so that it requires a higher severity setting, the customer can contact the customer care organization to request a severity level increase. The support process also has the option to downgrade the severity after the workaround has been given and this can be approved by the customer.

6.5 Response time

6.5.1 Response Time definition

The Response Time applies:

- When you open a new case: the initial response may result in the direct resolution of your request or form the basis for determining additional actions;
- When you require an update: the response will contain updated information about the case and provide you more details about the investigation progress.

Be sure you and the Technical Support engineer agree on the next action and the next checkpoint.

6.5.2 Response Time objectives

Priority	Initial Response Time	Temporary solution/workaround	Resolution
P1 - Emergency	1 hour	Less than or equal to 1 business day (90% of the time) to provide workaround. Less than or equal to 5 business days (90% of the time) if no acceptable workaround has been identified.	Less than or equal to 30 business days (90% of the time) if an acceptable workaround has been applied
P2 - High	2 hours	Less than or equal to 2 business days (90% of the time) to provide workaround. Less than or equal to 10 business days (90% of the time) if no acceptable workaround has been identified.	Less than or equal to 30 business days (90% of the time) if an acceptable workaround has been applied
P3 - Medium	4 hours	N/A	Next maintenance release
P4 - Informational	4 hours	N/A	N/A

VistaInsight response time objectives

6.6 Fatal Problem Resolution Process

Definition

Fatal support issues are when a critical InfoVista software component is inoperable. Data is lost. These situations are afforded accelerated response and resolution requirements.

Obtaining assistance for a critical support issue

To obtain support for fatal situations:

- Contact InfoVista Customer Support Organization via telephone.
- Inform the Support Engineer of the situation with as much technical details as possible.
- Provide contact information that guarantees that InfoVista Support Engineer will be able to contact you immediately.

Note: E-mail and on-line submissions may be followed by a telephone request.

Responsibilities for resolution

When an issue is deemed to be a fatal severity issue, both InfoVista Support Engineer and the Customer have key responsibilities toward the resolution of the issue.

InfoVista's Customer Support Organization's responsibilities are:

- To respond to the issue within one business hour.
- To work on the issue until it is resolved, an acceptable workaround is found, or the issue is downgraded to a lesser priority. When possible, remote access is required to speed up resolution.

The Customer's responsibilities:

- The Customer must always be available to work on this issue.
- The Customer must be able to perform tests and gather any information required by InfoVista Customer Support Organization.
- The Customer should provide the remote access when possible.

6.7 License Key Request

A valid license key may be required to operate InfoVista products and Solutions. To request a License Key, complete the appropriate on-line request form (see below URL) and a license key will be provided within two business days.

[Request a License Key](#)

To deactivate a license key, follow the link [License Key Deactivation](#)

Permanent Keys	Evaluation Keys
Allows customers to run InfoVista Products & Solutions without restriction. Please download software from our E-Delivery site where you will find the serial number(s) necessary to obtain permanent keys (delivered only once).	Prior to obtaining an evaluation key, please contact your sales representative to be granted access to our E-Delivery site. The software evaluations have a 30-day trial period with no evaluation key needed. Evaluation keys are required only to extend an evaluation period over 30 days

6.8 E-Delivery

E-Delivery is an online delivery service that allows to download:

- All supported Software versions updates and releases as they become available as long as the customer's maintenance contract is active, to keep up to date with all InfoVista Software
- All cumulative Hot Fixes called roll-ups

To successfully implement the E-Delivery service, Customer needs to identify the appropriate person within its organization who is granted the administration role known as "administrator".

InfoVista will need the following mandatory parameters to create an administrator:

- > First Name
- > Last Name
- > e-mail address
- > Complete address
- > Phone number

Administrator receives a personal and confidential login and password to access E-Delivery account to the following address: <https://infovista.subscribenet.com/>

What if someone need an access to E-Delivery but is not an Administrator?

The Account Administrator is the only person authorized to give additional access right to other personnel in the customer account.

If you know your Account Administrator, send an email to your Account Administrator to be added or to download the required software.

If you do not know your account Administrator, send email to edelivery@infovista.com to request your Account Administrator email address.

E-Delivery Download Problems: who to contact?

Contact E-Delivery Center Support at infovista@subscribenet.com or call:

Outside the US	Within the US
+1-925-253-6565	+1-888-715-4687

7 InfoVista Radio Engineering Support

Supported products are Mentum Planet, Mentum Ellipse, Planet, Server, Xeus, Xeda and VistaNeo.

7.1 Availability

- 24x5 access to the Technical Support organization
- 24x7 access to the Technical Support website
- 24x7 access to the Knowledge base
- Software corrective releases, patches, etc.
- Software evolutive releases
- Technical Documentation about VistaInsight Products and Services

InfoVista proposes different contracts of Support depending on the purchased products:

On site support and API support are available at additional costs. Please contact you account manager for details.

7.2 Technical Support time zone coverage details

Standard hours	
Ottawa office (Canada)	Monday to Friday – 9 am to 7 pm EST/EDT
Kuala Lumpur office (Malaysia)	Monday to Friday – 9am to 6pm MYT
Paris offices (France)	Monday to Friday – 9 am to 6 pm CET/CEST
Tokyo offices (Japan)	Monday to Friday – 9am to 6pm JST
Except January 1st, May 1st and December 25th: offices are closed	

7.3 Information needed

When submitting a case, please make sure you have the following information ready:

- Product ID number
- Company Name
- Contact Name
- Phone number where you can be reached
- Related product and version information
- Detailed description of the issue/question
- Priority Level

7.4 Priority Levels

All cases are prioritized according to their impact, from Priority 1 to Priority 4 (P1 being the most important and urgent).

Priority level	Definition	Examples
Priority 1	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	<ul style="list-style-type: none"> The application cannot be run at all (e.g. license issue, data corruption issue etc...)
Priority 2	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	<ul style="list-style-type: none"> The application crashes or 4 hours 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
Priority 3	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.	<ul style="list-style-type: none"> 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
Priority 4	The reported issue has no impact on business operations	<ul style="list-style-type: none"> “General inquiries Change requests Procedural (how-to) questions

The severity setting may be altered by the support engineer (with severity either increased or reduced) after the initial analysis of the problem to better reflect the nature of the ticket and to ensure the correct prioritization within the support organization. This is generally done with the customer’s approval.

If the situation at the customer site changes so that it requires a higher severity setting, the customer can contact the customer care organization to request a severity level increase. The support process also has the option to downgrade the severity after the workaround has been given and this can be approved by the customer.

7.5 Response time

7.5.1 Response Time definition

The Response Time applies:

- When you open a new case: the initial response may result in the direct resolution of your request or form the basis for determining additional actions;
- When you require an update: the response will contain updated information about the case and provide you more details about the investigation progress.

Be sure you and the Technical Support engineer are in agreement on the next action and the next checkpoint.

7.5.2 Response Time objectives

Priority Level	Response Time Objective
Priority 1	Within two business hours
Priority 2	Within four business hours
Priority 3	Within six business hours
Priority 4	Within eight business hours

RAN response time objectives

8 InfoVista TEMS support

8.1 Availability

- 24x5 access to the Technical Support organization
- 24x5 access to the Technical Support website
- 24x5 access to the Knowledge base
- Software corrective releases, hotfix, etc.
- Software evolutive releases
- Technical Documentation about TEMS Products and Services

8.2 Technical Support time zone coverage details

	Standard hours	Languages
North America	Monday to Friday – 8:00 AM - 6:00 PM M-F (EST)	English
Brazil, CALA	Monday to Friday – 9:00 AM - 6:00 PM M-F (UTC-3)	Portuguese, English
EUROPE, TURKEY, RUSSIA, CIS COUNTRIES & MONGOLIA	Monday to Friday – 8:00 AM- 6:00 PM M-F (CET)	English
India	Monday to Friday – 8:00 AM - 6:00 PM M-F (IST)	English
China	Monday to Friday – 8:00 AM - 6:00 PM M-F (China Standard Time)	Chinese, English
Except January 1st and December 25th		

- TEMS Monitor Master Managed Services Team

Only accessible for our Managed Services customers.

Email	customercare.tems@infovista.com
Phone Number	+1 (703) 956 5246
Language	English
Hours of Operation	8:00 AM - 6:00 PM M-F (EST)

8.3 Information needed

When submitting a case, please make sure you have the following information ready:

- Company Name
- Contact Name
- Equipment serial number (e.g. serial number of measurement unit, dongle ID or GLS Device ID)
- Phone number where you can be reached
- Related product and version information
- Detailed description of the issue/question
- Priority Level

8.4 Priority Levels

All cases are prioritized according to their impact, from Priority 1 to Priority 4 (P1 being the most important and urgent).

Priority	Definition
P1 - Emergency	Event prevents initial installation or usage of the complete software / system prohibiting all execution of productive work. Situation renders a mission-critical feature unusable or results in data being unrecoverable, corrupted, or lost thereby prohibiting the execution of productive work, affecting either a group or groups of people, or a single individual performing a critical business function.
P2 - High	An event results in the user being critically restricted in the use of the software / system for a particular purpose or application affecting either a group or groups of people, or a single individual performing a critical business function. Operations of the software / system can continue in a restricted fashion.
P3 - Medium	An InfoVista component or function is restricted in its use in a production environment, typically a Major severity issue in production environment.
P4 - Low	A non-critical InfoVista software component feature is malfunctioning. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround. Workaround is available and acceptable.

The severity setting may be altered by the support engineer (with severity either increased or reduced) after the initial analysis of the problem to better reflect the nature of the ticket and to ensure the correct prioritization within the support organization. This is generally done with the customer's approval.

If the situation at the customer site changes so that it requires a higher severity setting, the customer can contact the customer care organization to request a severity level increase. The support process also has the option to downgrade the severity after the workaround has been given and this can be approved by the customer.

8.5 Response time

8.5.1 Response Time definition

The Response Time applies:

- When you open a new case: the initial response may result in the direct resolution of your request or form the basis for determining additional actions;
- When you require an update: the response will contain updated information about the case and provide you more details about the investigation progress.

Be sure you and the Technical Support engineer are in agreement on the next action and the next checkpoint.

8.5.2 Response Time objectives

Priority	Response Time	Temporary solution	Resolution
Emergency	2 hours	5 business days	20 business days
High	4 hours	5 business days	30 business days
Medium	12 hours	10 business days	With next software release
Low	12 hours		With next software release

TEMS response time objectives

8.6 TEMS Service request categories

Depending on the classification of an issue, a service request will be filed in the ticketing system for further determination. An issue can be described as an incident, a question, or a feature request.

Name	Description
Problem	<ul style="list-style-type: none"> • A reproducible breakdown, difficulty, or potential error in the use or function of the software or system
Question	<ul style="list-style-type: none"> • An inquiry related to the usability, documentation or specific function of the software or system, including Sales and Information Requests
Feature/change request	<ul style="list-style-type: none"> • Suggestions by customers for improving the software or system

Support Contract	Includes
Annual Software Support Services	Full software product support Access to Support Services Access to Minor & Maintenance releases Access to Major releases
Annual Software Support Services (Minor Upgrade Only)	This option covers the same services like the Annual Software Support except the access to the Major versions.
Annual Appliance Support Services	Hardware maintenance: Repair & Replacement. Note: Annual Software Support Services must be taken on top of the annual Appliance Support in order to cover Hardware issue.

8.6.1 Annual Software Support Services

Software support allow access to Technical Service Desk with a web ticketing system, defined SLAs for response times and access to documentation and information around the product and software releases on the InfoVista Portal.

Note regarding Scanner purchased through InfoVista. We do provide Hardware RMA service for Scanner. However, any question or issue regarding Scanners will be redirected to the appropriate vendor in accordance to their SLAs.

Minor and Maintenance Releases allow the customer to receive and use new, enhanced versions of the software including error corrections under minor or maintenance releases as they become available. Note, these included releases do not give customers the right to use any new InfoVista software products, just the ones for which they have a valid license.

Major Releases allow access to major releases (version level X.y.z).

8.6.2 Annual Appliance Support Services

Hardware maintenance is supported with a 7 day turnaround to ship a repaired or replacement unit following our receipt of a returned unit in accordance with a previously issued Return Material Authorization (RMA) and the spare parts and replacement components are included.

With Hardware Maintenance, customers benefit from remote troubleshooting assistance and timely replacement of malfunctioning units, thus reducing downtime for their systems.

HW is supported as follows

- InfoVista Hardware (e.g. MTP-4, ACU R2, RTU, MTU, EMU, DU, MDU) covered under the Annual Appliance Support until the hardware in question is no longer supported hardware (end of support date has been reached)
- Scanners supported as long as backed by OEM supplier. However, In that case, it will be supported with a 30 days turnaround to ship and return the unit. Enhanced replacement are not included and must be separately purchased.

- Phones/datacards not HW modified by InfoVista or any other 3rd party appliances such as batteries, GPS are covered only by the 12 months initial warranty and will not be covered by the Annual Appliance Support.
- Devices that are HW modified by InfoVista, in order to be installed in InfoVista HW or to allow external antennas are covered by the Annual Appliance Support

Note: Hardware maintenance does not apply to products subjected to abuse, misuse, negligence, accident or service by unauthorized third party.

8.6.3 Maintenance release policy

When a new defect, on a supported major version, needs a fix, a maintenance version is built including the correction. By default, the maintenance version is created on top of the latest minor version available for the customer.

For instance, assuming:

- Customer is using version 12.1 for a given product,
- 12.x is still a supported version,
- Version 12.3.x is the latest minor version available,

The maintenance version including the fix will be built based on the version 12.3.x so customer will have to upgrade to that version. Potentially, if the customer is using an old minor version and different products from the TEMS portfolio, he will have to also upgrade some other products in order to manage the compatibility between the components.

8.7 Hardware Support – Return Material Authorization (RMA)

8.7.1 RMA Policy

InfoVista provide a Repair Service for those customers who have the appropriate contracts in place. Any repairs return of HW will use the RMA process. Non-contracted repairs will be subject to Purchase Orders being issue prior to RMA being created.

8.7.2 RMA Process

The RMA process is a part of the Case Management. The reported problem is processed through the InfoVista technical support teams and if it is confirmed that the issue is Hardware related – then RMA is the next step.

8.7.3 Open a case

If you are suspecting a hardware failure, simply open a case so we can take care of the request, check the failure diagnostic and track it until its full resolution.

A case must be opened for each hardware failure to allow proper tracking of RMA requests.

8.7.4 Provide investigation

A failure diagnostic by the Technical Support is mandatory to authorize an RMA. In order to accelerate this diagnostic, please provide the Technical Support with relevant technical information such as logs, scripts results and environment information. Your ability to provide this information is important to shortening the RMA authorization delay.

8.7.5 Complete and submit the RMA form

The support desk will populate the RMA with details brought forward from the Case Management notes. The customer can add other relevant notes into the document.

8.7.6 Send back the device

Once RMA is raised –the customer will be advised which InfoVista HW repair facility it should be returned to. The customer is responsible for shipping RMA to InfoVista repair facility. InfoVista will pay non-priority courier costs for the return – any priority freight costs will be at the cost of the customer.

Customers are responsible for ensuring the RMA HW is suitably packaged so as not to damage in transit. HW received damaged will be quarantined and reported via the Support Desk to the customer.

8.7.7 RMA SLAs

Hardware maintenance is supported with a 7 day turnaround to ship a repaired or replacement unit following our receipt of a returned unit in accordance with a previously issued RMA.

8.7.8 Third Party Hardware

InfoVista will issue RMA for Third Party HW only if it has been supplied by InfoVista (scanners etc). It is likely that this HW will need to be shipped onwards to the Original Equipment Manufacturer for diagnosis/repair. This may extend the repair lead time.

8.8 Definitions

- **Major release (X.y.z)** – is a significant change in the product adding new functionality (e.g. new technology support, new platform, etc.).
- **Minor release (x.Y.z)** – is a functional improvement of existing functionality and error corrections in the product.
- **Maintenance release (x.y.Z)** – corrects multiple software defects in the product without changing the functionality.
- **Emergency correction (aka patch)** – corrects a single defect on the component level detected by a single customer.
- The term **software upgrade** refers to either a major or minor release that adds new functionality to the product.
- The term **software update** refers to either an emergency correction or maintenance release fixing one or more defects in a product.