

InfoVista Quality Charter for TEMS Customers

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1 Introduction

1.1 Purpose of the document

This document is intended to inform InfoVista TEMS™ 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 TEMS™ 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

TEMS™ 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 Eligibility for Support

2.1 Who is entitled to receive Support?

To access Customer Support Organization Services, customers must have contracted for Annual Software Support Services and paid outstanding invoices.

Note regarding HW and Software Limited Warranty:

Limited Warranty does not open access to full Support Services. Warranty covers:

- HW failure excluding abuse, misuse, negligence, accident or service by unauthorized third party from the date of delivery to the end customer during 12 months: Typical case is Dead On Arrival (DOA)
- Licensing issues
- Software issue causing a significant deviation from the functionality specified in the product specification.

2.2 Level of Supports

InfoVista TEMS™ proposes different contracts of Support:

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.

2.2.1 End of Support Policy

Software Support Service will only be provided for the current release of the software and the preceding version. In addition, 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 TEMS Portal.

2.2.2 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 TEMS 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).

2.2.3 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.

3 InfoVista Customer Support Program Overview

Depending on the nature of their requests, customers can have access to the following services:

Service Solutions Program	Features
Help Desk	<ul style="list-style-type: none"> • Unlimited access to the Customer Support Organization in 8x5 (excluding Saturday & Sunday and some bank holidays) • Telephone access • Access to our online Web Ticketing system • Escalation Process to Customer Support Management. • Customer Satisfaction Survey
Technical Support & Maintenance	<ul style="list-style-type: none"> • Response Time • Remote Access • Access to bug correction • Status update
Hardware Management	<ul style="list-style-type: none"> • Spare parts management • Repair service • Repair costs of goods • RMA turnaround time • Shipment from InfoVista to customer included
Information Services	<p>Through our TEMS Portal:</p> <ul style="list-style-type: none"> • Knowledge Base, FAQs • Product Documentation, • Release Notes
Software releases and maintenance updates	<p>According to your level of Maintenance:</p> <ul style="list-style-type: none"> • Access to maintenance & minor releases • Access to major releases

4 How to Contact InfoVista TEMS Support?

WHEN?	<p>The InfoVista TEMS Support is available on a 8x5 basis. If you call a support center outside the opening hours, you will be automatically redirected to another regional support center.</p> <p>Note that Support centers are closed:</p> <ul style="list-style-type: none"> • Saturday and Sunday • January 1st and December 25th • May, 1st
WHERE?	<p>The worldwide support organization is located in four regions: Asia-Pacific, Middle East-Africa; Europe; and the Americas.</p> <ul style="list-style-type: none"> • America: USA and Brazil • Middle East-Africa: India • Europe: Sweden, UK and Switzerland • Asia-Pacific: China
HOW?	<p>Email: customercare.tems@infovista.com</p> <p>Web: https://customercare.tems.infovista.com</p> <p>TEMS Portal: https://customerportal.tems.infovista.com/</p>

NORTH AMERICA

Phone Number	+1 (855) 323 5755
Language	English
Hours of Operation	8:00 AM - 6:00 PM M-F (EST)

BRAZIL, CALA

Phone Number	+55 11 3042 8211
Language	Portuguese, English
Hours of Operation	9:00 AM - 6:00 PM M-F (UTC-3)

EUROPE, TURKEY, RUSSIA, CIS COUNTRIES & MONGOLIA

Phone Number	+44 12 5290 7499
Language	English
Hours of Operation	8:00 AM- 6:00 PM M-F (CET)

INDIA

Phone Number	+91 906 603 10 41
Language	English
Hours of Operation	8:00 AM - 6:00 PM M-F (IST)

CHINA

Phone Number	-
Language	Chinese / English
Hours of Operation	8:00 AM - 6:00 PM M-F (China Standard Time)

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)

5 Case Management

5.1 What administrative information should be gathered?

The customer is required to provide the following information when opening a case:

- Company name. If you are a subcontractor, the company who owns the licenses.
- Contact person's name
- Phone number & E-mail address
- Equipment serial number (e.g. serial number of measurement unit, dongle ID or GLS Device ID)

5.2 What technical information should be gathered?

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

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, symptoms and what has been tried to resolve it already.

Gather background information

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

- Product
- Version or software license number, if applicable
- Environment, if applicable (operating system)

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.

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 section below.

No later than the next day, InfoVista verifies whether the customer is entitled to receive technical support and assigns a ticket ID to be used in future correspondence.

5.3 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

5.4 InfoVista Priority Levels

Definition

The Priority level is used by our customers to determine the impact of the issue encountered on site. This will indicate the level of service a case will receive within the Customer Support Organization. It will also be used by management to upgrade or downgrade the priority of a case during escalation process, or when the service provided is out of the norm.

Priority Levels

There are three priority levels:

- Priority High
- Priority Medium
- Priority Low

In addition, an Emergency priority is set for problems with severe business impact and will receive our highest attention. Full engineering support will also be received if required. Please note that Severity Emergency requires approval from the WW Customer Care Director.

The default Severity setting for incoming Incidents is Severity Medium.

Priority Definition

Priority	Definition
Emergency	<p>Event prevents initial installation or usage of the complete software / system prohibiting all execution of productive work.</p> <p>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.</p>
High	<p>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.</p> <p>Operations of the software / system can continue in a restricted fashion.</p>
Medium	<p>An InfoVista component or function is restricted in its use in a production environment, typically a Major severity issue in production environment.</p>
Low	<p>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.</p>

Updating Priority

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 Trigger points

Trigger points are designed to ensure that the customer is updated on the status of all tickets. The goal is achieve at least 90% compliance with the defined target response times and service level definitions.

Trigger	Description
Acknowledgment	<ul style="list-style-type: none"> We provide the customer with a ticket reference number based on our tracking system. The ticket number is always used when communicating with Customer Care Before the ticket number can be correctly filed, the Help Desk agent may contact the customer to verify the product and Product Support validity.
Investigation	<ul style="list-style-type: none"> During this phase information about the problem will be collected (log files, traces etc.). These in turn will be thoroughly analyzed by TEMS experts. The outcome of the phase will provide our engineer a basis for providing the customer a temporary solution or a resolution.
Temporary solution	<ul style="list-style-type: none"> A temporary solution can be provided throughout the lifetime of a ticket and can either be a temporary correction or work procedure which remedies the reported problem. A temporary solution can also be a technique that avoids the incident or problem, which could also include the temporary removal of the usage of a feature or function of the system. A temporary solution is set when a workaround or solution is provided to the customer to reduce the Severity Level. If a maintenance version is still required to fix the problem, the ticket remains opened.
Resolution	<ul style="list-style-type: none"> A permanent solution is usually provided with an emergency correction or maintenance release if applicable. The customer must be covered under a valid maintenance contract to be entitled to receive the final solution. If the solution is already included in a next major version, the customer will have to be covered by a maintenance contract including major releases. Please note that any update or upgrade installation is not included and must be ordered separately.

5.6 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	Emergency	High	Medium	Low
24 Hours	TEMS WW Support Director			
48 Hours	VP WW Customer Care	TEMS WW Support Director		
1 week	SVP Operation	VP WW Customer Care	TEMS WW Support Director	

Notes:

- (1) Stated escalation process requires that the Customer provide 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 feels the need to proceed to additional escalation, InfoVista recommends that Customer-initiated escalation begin at the Regional Manager 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.

5.7 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	Emergency	High	Medium	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 to the Customer.	An update will be communicated on a weekly basis.	An update will be communicated on Customer request.

5.8 Service levels and target times for Problems

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

5.9 Problem Resolution Process

5.9.1 Customer responsibilities

In order for Product Support and related services to be successful, customers have the responsibility to:

- Submit authorized contacts: The customer is to provide at least one but not more than four authorized support contacts with name, e-mail, and phone number details.
- Submit problems with appropriate problem descriptions: The customer is responsible for helping the support engineer gather enough information to troubleshoot a problem. Sufficient information must be included in the initial request but additional information may be requested by the InfoVista support team.
- Provide requested information: The customer must provide requested information in a timely manner for us to meet our stated service level objectives.
- Provide immediate remote access to appliances: For InfoVista to meet the response timelines, the customer must ensure that InfoVista is able to access the InfoVista products remotely. Ideally, remote access should be configured and tested in advance.
- For problems reported as Severity High & Emergency, the customer must provide the name of a contact who will be available both during and outside working hours, if required.

5.9.2 Prerequisite software and services

In order to receive Product Support and related services, the following conditions have to be fulfilled.

- The customer has valid licenses for InfoVista software.
- The customer has a supported product release.
- The customer is covered by a valid support agreement.

5.9.3 Classification & Process

All issues are categorized in the following manner:

- The issue is a problem that is not defect-related
- The issue is a known defect-related problem
- The issue is a new defect

The issue is a problem that is not defect-related

If the Support Engineer determines that the issue is not a product defect (configuration, O/S, Hardware related problems) and can be corrected directly by InfoVista Customer Support Organization in conjunction with the Customer, the issue remains open and is worked on until resolution. Action items and schedules of work are coordinated between the Support Engineer and the Customer based on the tasks to be completed and the availability of both parties.

The issue is a known defect-related problem

If the Support Engineer determines that this issue is the result of a software defect that has previously been reported, the Support Engineer does the following:

- Provides a workaround to correct the issue. If no workaround is available and it is determined that one is required, the Support Engineer will work with the Customer to find the best feasible workaround.
- Advises the Customer when the defect report is closed, assists in fix implementation, and updates the Customer's case.

The issue is a new defect

If the Support Engineer determines that this issue is the result of a software defect that has not been previously reported, the Support Engineer will perform the following:

- Attempt to replicate the problem on the identified failing component.
- Take the detailed problem information and create an engineering defect report related to the issue.
- Make every attempt to provide a workaround for the issue until a permanent fix is available. The Support Engineer will involve the InfoVista Research and Development Organization.
- Advise the Customer when the defect report has been confirmed, assist in defect fix implementation, and updates the case.

When a new defect is identified, it is assigned to Engineering for review. Engineering determines how and when the defect is addressed. One of a number of different fix schedules may result:

- The defect is considered to be of high impact and a maintenance version is created and delivered to the Customer for immediate implementation.
- The defect is considered to be of lower impact. Fixes may be created, tested and delivered to the Customer or included in a future release of the software.
- The defect is considered to be of low impact and may be deferred until a future release.

Notes:

- (1) Because of the complexities of the supported environment and the development, verification, and testing resources required, defect fixes may require an extended period of time before distribution.
- (2) If the problem cannot be reproduced and all relevant information has been provided by Customer, the Support Engineer will provide a proposal for an alternative plan of action.
- (3) For third Party Products, we must refer customer to the Third Party vendor for further analysis when InfoVista Support has diagnosed that the issue is not with InfoVista Software.
- (4) Customer is responsible for obtaining fixes, for applying the fixes to the Software, for testing the fixes to ensure that issue is fixed.
- (5) When a product is no longer supported, CSO will assist Customer in a best effort basis but may be unable to request engineering defect correction or Engineering analysis.

5.9.4 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.

5.9.5 Issue closing

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.

Note: Customer can reopen a closed case at any time.

5.9.6 Third-party products

The InfoVista product portfolio does include and integrate 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.

6 Hardware Support – Return Material Authorization (RMA)

6.1 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.

6.2 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.

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.

6.2.2 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.

6.2.3 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.

6.2.4 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.

6.2.5 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.

6.2.6 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.

7 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.