KNOW YOUR NETWORK™

Infovista Quality Charter

Revision 13

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Revision History

Version	Date	Updated by	Modifications
1	23/01/2019	Olivier Faust	P4 response time for RAN, support languages for TEMS.
2	25/09/2019	Olivier Faust	RMA for 5view
3	08/10/2019	Jesper Lidstrom	Review TEMS
4	21/04/2021	Olivier Faust	Review RE
5	21/04/2021	Kaouther Mahmoudi	Review RE
6	29/04/2021	Sandrine Faucher	Review section 5View
7	24/08/2021	Jesper Lidstrom	New TEMS Support offering
8	07/09/2021	Sandrine Faucher	Create Klerity and Hammer sections separately
9	21/10/2021	Sandrine Faucher	Update Klerity and Hammer
10	20/12/2021	Sandrine Faucher	Reflect Empirix new email addresses and common URLs – Remove Ipanema
11	01/03/2022	Jesper Lidstrom	Review hardware support and support centers. 5View RMA address
12	11/07/2022	Sandrine Faucher	Add Ativa
13	24/10/2022	Sandrine Faucher	Update Case Status

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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 Care 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 Care 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 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:

- Ensure you have a valid maintenance contract number
- Clearly define your request
- 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 efficiently solve your situation:

- Which release were you running when the problem occurred (hardware, software, central systems, operating systems, etc.)?
- What is the product, serial number, IP address, and/or URL of the system(s) involved?
- What is the functional area (UI, backend processes, IP communication …) that needs support?
- Has this problem already happened before or is this an isolated problem?
- Can the problem be recreated? If so, what steps are required? Snapshots?
- 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.

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.

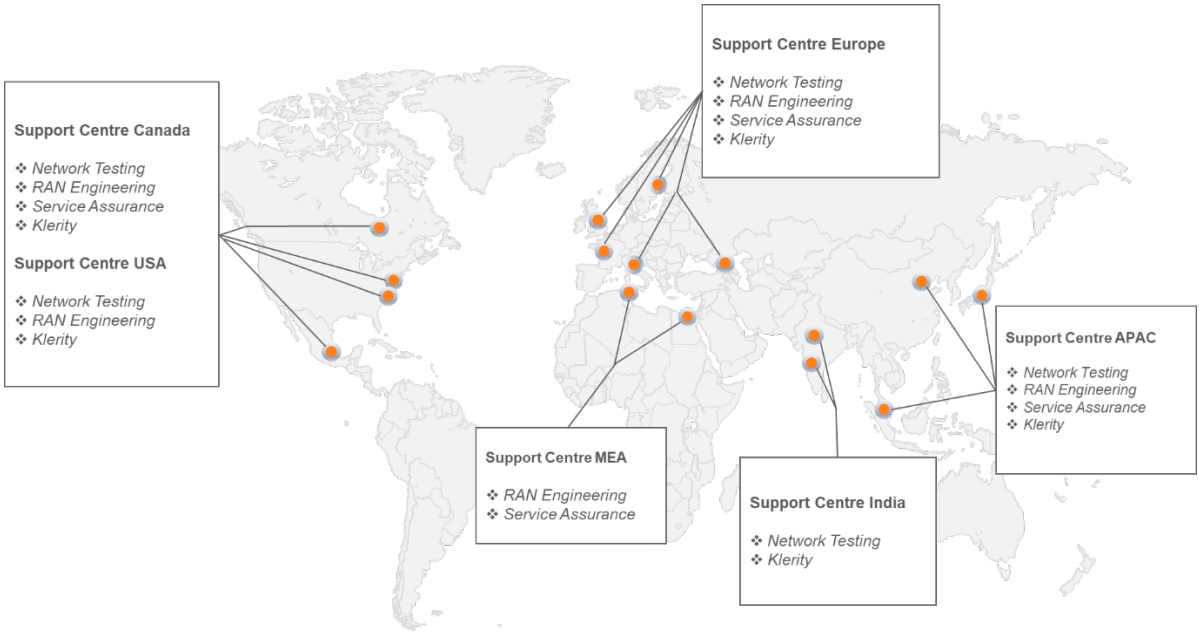
Priority Definition	Business Impact	Examples
P1 – Emergency Critical production issue	The problem causes business operations to be severely disrupted. The reported issue prevents the product from being used at all, there is data loss and there is no workaround available. Full engineering support is required. Main objective is to reduce the priority of this issue to a P2 as quickly as possible	The application crashes and inability to restart it. No more access to any data
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 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, incomplete 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 (workaround is available for the user), 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, Feature requests Procedural (how-to) questions

2.7 How to contact the Infovista Technical Support?

The Technical Support can be accessed through web, email, livechat, whatsapp. Note that each product is supported by different teams of experts.

Contacts			
Web Portal			
https://support.Infovista.com	• Online Support Case Access (Create new cases, View your Opened/Closed cases & Monitor your live support cases) • Live Chat • Knowledge base • Documentation • Software downloads		
Email			
Infovista AtivaNet/VistaInsight Support	support.sa@infovista.com		
Infovista AtivaApp/AtivaExp/Klerity Support	support.klerity@infovista.com		
Infovista Radio Engineering Support	support.ran@infovista.com		
Infovista TEMS Support	support.tems@infovista.com		
Infovista 5view Support	support.5view@infovista.com		
Infovista Hammer Support	support.hammer@infovista.com		
Phone Numbers			
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	

2.8 Support Centres



2.9 Support Availability

Support Centre	Time Zone Coverage	Languages
AMERICAS REGION	Monday to Friday – 8:00 AM - 6:00 PM M-F (EST, UTC -5)	English, French, Spanish, Portuguese, Russian
	Monday to Friday – 8:00 AM - 6:00 PM M-F (CST, UTC -6)	
	Monday to Friday – 8:00 AM - 6:00 PM M-F (PST, UTC -8)	
EUROPE, MIDDLE EAST AND AFRICA	Monday to Friday – 8:00 AM - 6:00 PM M-F (CET, UTC +1)	Arabic, English, French, Hindu, Italian, Spanish, Swedish, Russian
	Monday to Friday – 09:00 AM - 6:00 PM M-F (GMT, UTC 0)	
ASIA PACIFIC	Monday to Friday – 8:00 AM - 6:00 PM M-F (CST, UTC +8)	Chinese, English, Hindu, Japanese and Malay
	Monday to Friday – 8:00 AM - 6:00 PM M-F (MYT, UTC +8)	
	Monday to Friday – 6:00 AM - 8:00 PM M-F (IST, UTC +5:30)	

Ativa, VistaInsight, Klerity & Hammer	24x7 – Only available to entitled customers Cloud-hosted services are supported 24/7 for Priority 1 issues.	English, French and Hindu

3 Case Handling

3.1 Best Practices

The following best practices help us 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.

3.2 Case creation

When submitting a case via our Portal Web Site, provide the following information:

- Related product and version information
- Priority Level
- Explanation of the Business Impact
- Detailed description of the issue/question
- Snapshots/steps to reproduce the issue

3.3 Support 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

Incident	A reproducible breakdown, difficulty, or potential error in the use or function of the software or system
Question	An inquiry related to the usability, documentation or specific function of the software or system, including Sales and Information Requests
Feature request	Suggestions by customers for improving the software or system

3.4 Case lifetime

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 10 days of closure. After this delay a new case will be opened.

3.5 Emergency Problem Resolution Process

Definition

Emergency support issues are when a critical Infovista software component is inoperable. All 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:

- Raise a support issue to our Technical Support team via the Portal Web site
- 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.

Responsibilities for resolution

When an issue is deemed to be an emergency priority issue, both Infovista Support Engineer and the Customer have key responsibilities toward the resolution of the issue.

Infovista' s Customer Care Organization's responsibilities are:

- To respond to the issue within 30minutes.
- 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
- The Customer should provide the remote access when possible

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 P1 issue to a P2 and get the data available again.

The priority setting may be altered by the support engineer (with priority 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 Technical Support team to request a priority level increase. The support process also has the option to downgrade the priority after the workaround has been given and this can be approved by the customer

3.6 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.

3.7 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	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.

3.8 Online Case Access

https://support.Infovista.com is the support homepage for all our customers. It provides access to your cases online and allows you to raise new issues.

To request the access, connect to https://support.Infovista.com, then click on “Signup”.
The following personal information must be filled: First Name, Last Name, Company, and mail address as well as the Infovista product line(s) you have purchased.

To reset the password, connect to https://support.Infovista.com, then click on “Forgot your password”.

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

Status	Description
NEW	Case has been created in the Infovista system. Awaiting its assignment
ASSIGNED	Case has been assigned to an Infovista support agent
IN PROGRESS	Case is being investigated by the Infovista support agent
PENDING CUSTOMER RESPONSE	Case is awaiting customer's feedbacks
ESCALATED TO R&D	Case is worked on by Infovista R&D or/and Product Management teams
PENDING PATCH/RELEASE	Case is awaiting quick patch/release delivery from Infovista R&D team
SOLUTION PROVIDED	Case is awaiting customer confirmation of case resolution
PATCH DELIVERED	Case is awaiting customer validation following patch delivery
PENDING FEEDBACK ABOUT SOLUTION	Case is awaiting customer confirmation of case resolution
REJECTED	Case has been rejected – Spam/Duplicate
RMA IN PROGRESS	Case is under RMA process for repair or replacement
PENDING RMA FORM	Case is awaiting customer to fill the RMA form to proceed further with RMA
PENDING SALES	Case is being discussed with the customer's Infovista Account Director
CLOSED	Case is closed following confirmation received from customer

3.9 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.

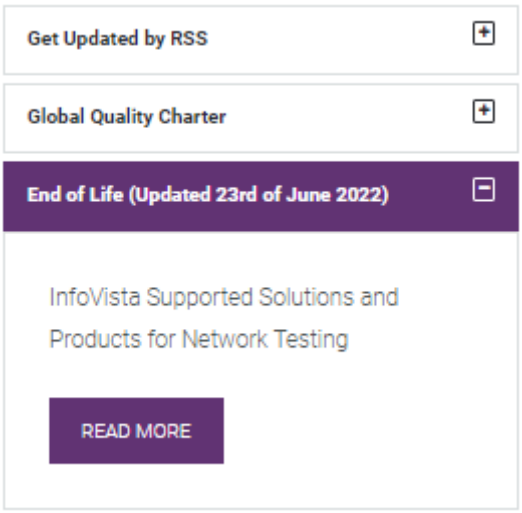
If there is problem with a third-party component or part of the system (such as a mobile handset or a third-party software module), the allowed time for providing a temporary solution or resolution will be prolonged by the actual waiting time for that part being fixed by the supplier. If a problem cannot 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

- **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.

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 Customer Portal.

https://support.infovista.com/, go to the support business line you are interested in and scroll down to see the “End of Life” document as in the example below.



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. For this reason, services and availability of the support will not be same depending on the product.

5 Infovista Ativa

5.1 SLA

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.

Response Time Objectives

Priority	Initial Response Time	Temporary solution/workaround	Resolution
P1 - Emergency	1 hour	Less than or equal to 1 business day to provide workaround. Less than or equal to 5 business days if no acceptable workaround has been identified	Less than or equal to 30 business days if an acceptable workaround has been applied
P2- High	2 hours	Less than or equal to 3 business days to provide workaround. Less than or equal to 10 business days if no acceptable workaround has been identified.	Less than or equal to 45 business days if an acceptable workaround has been applied
P3 - Medium	4 hours	N/A	Next maintenance release
P4 - Low	8 hours	N/A	N/A

Ativa response time objectives

6 Infovista VistaInsight Support

6.1 SLA

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.

Response Time Objectives

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

VistaInsight response time objectives

6.2 License Key Request

A valid VistaInsight 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

6.3 E-Delivery

E-Delivery is an online delivery service that allows to download all VistaInsight supported Software versions updates and releases as they become available and if the customer's maintenance contract is active, to keep up to date with all Infovista Software

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 Klerity Support

Supported products are KLERITY, E-XMS, Intellisight

7.1 SLA

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.

Response Time Objectives

Priority	Initial Response Time	Target Resolution Time
P1 - Emergency	2 Business Hours	Within 72 hours after the error is identified* The solution may include a temporary workaround or a generally available new release of the software.
P2 - High	4 Business Hours	Within 5 business days after error is identified* The solution may include a temporary workaround or a generally available new release of the software.
P3 - Medium	8 Business Hours	Within 7 business days after error is reproduced. The solution may consist of (a) a change to the software code in a future release at the discretion of the seller or (b) another workaround.
P4 - Low	12 Business Hours	Within 10 business days. The solution may consist of providing answers to questions, submitting feature requests to product management and/or making changes to future releases of the product.

Klerity response time objectives

8 Infovista Radio Engineering Support

Supported products are Planet, Ellipse, Planet Server and VistaNeo and Vista Experience.

8.1 SLA

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.

Response Time Objectives

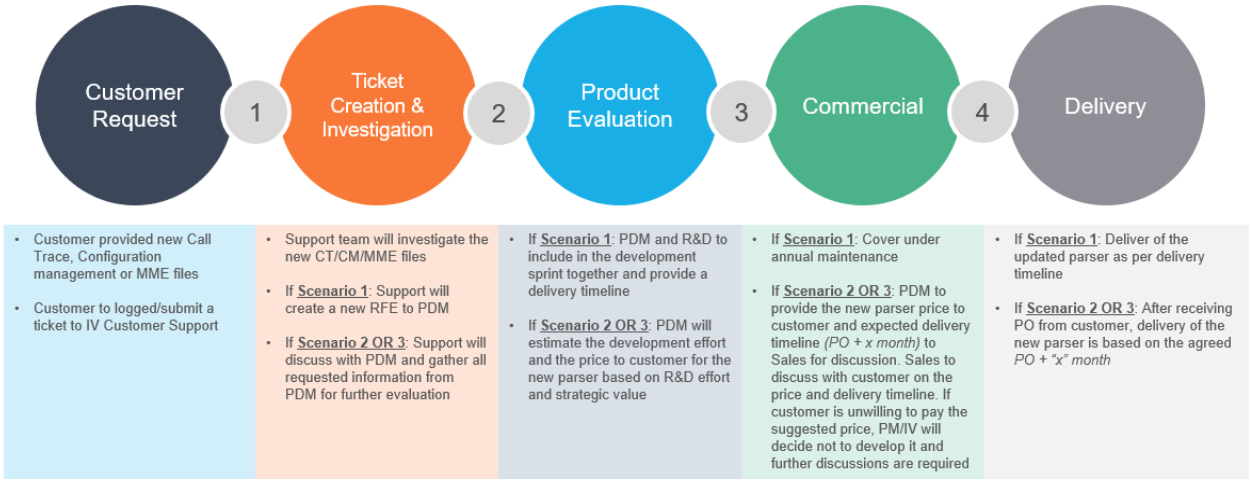
Priority	Initial Response Time	Temporary solution/workaround	Target Resolution Time
P1 - Emergency	2 hours	1 business day	10 business days
P2 - High	4 hours	2 business days	20 business days
P3 - Medium	12 hours	5 business days	Next software release
P4 - Low	16 hours	-	Next software release

RAN response time objectives

8.2 Parser Development/Update Scenarios

The following table depicts three different scenarios showing the parser development/update scenarios that will be applicable to Planet Call Analytics module, Vista Experience and VistaNEO.

Scenario	Description	Effort/Maintenance	Examples
Scenario 1: Minor Release SW changed and no changes on the file format structure	• Customer agreed to the CT/CM/MME format upon SLA. Upon delivery, there is minor SW release update with no file format structure changes • Applicable to PCA, VEx and VNEO	• To be covered under annual maintenance to update the CT/CM/MME parser to support the latest software version • Applied to the supported RE Call Trace & Configuration Version only	• Ericsson LTE L20Q1 → L20Q2 • Huawei LTE V100R12 → V100R13
Scenario 2: Release software version changed and changes on the file format structure	• Customer agreed to the CT/CM/MME format upon SLA. Upon delivery, there is a SW version upgrade with changes on the file format/internal structure • Applicable to PCA and VEx only	• Require to estimate the development effort and cost of a new parser • New parser development not covered under annual maintenance • Upon completion of development, it will be included with an increment on the annual maintenance	• Current supported CM or CT is being replaced with a different CM or CT and IE's file/internal format structure.
Scenario 3: New network vendor Call Trace and CM File	• Customer agreed to the CT/CM/MME format upon SLA. Upon delivery, there is a request to support a new CT/CM/MME vendor file or non-supported CT/CM/MME parser in RE Product line • Applicable to PCA and VEx only	• Require to estimate the development effort and cost of a new parser • New parser development not covered under annual maintenance • Prior to developing of the new parser, it will be discussed if to increase the maintenance or not to be considered as part of the maintenance	• Samsung Call Trace/CM • ZTE 2G Call Trace/CM • Nokia 2G Call Trace/CM • New Call Trace/CM network vendor



9 Infovista TEMS Support

9.1 SLA

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.

Response Time objectives

Priority	Initial Response Time	Temporary solution/workaround	Target Resolution Time
P1 - Emergency	2 hours	5 business days	20 business days
P2 - High	4 hours	5 business days	30 business days
P3 - Medium	12 hours	10 business days	With next software release
P4 - Low	12 hours	-	With next software release

TEMS response time objectives

9.2 Annual Software and Hardware Support

Support Contract	Includes
Annual Software Support (Support only) in months	Full software product support Access to Support Services Access to **Minor and maintenance releases** during the duration of the contract
Annual Software Maintenance in months	Full software product support Access to Support Services Access to **Major, Minor and maintenance** releases during the duration of the contract
Annual Hardware Support Services	Hardware maintenance: Repair & Replacement. **Note**: **Annual Software Maintenance** Services must be taken on top of the annual Appliance Support in order to cover Hardware issue.

Annual Software Support (Support only) in months

Annual Software Support (Support only) 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. Access to web chat is also included.

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 with their SLAs.

Minor Releases allow access to Minor and Maintenance releases only (version level x.**Y.Z**).

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.

Annual Software Maintenance in months

Annual Software Maintenance in months 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. Access to web chat is also included.

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 with their SLAs.

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

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.

Annual Hardware Support Services

Hardware Support 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. TEMS Remote units, Paragon Cases, TEMS Backpacks, TEMS Hubs and NUCs) covered under the Annual Hardware Support until the hardware in question is no longer supported hardware (end of support date has been reached)
- Scanners supported if backed by OEM supplier. However, in that case, it will be supported with a 30 day turnaround to ship and return the unit. Enhanced replacements are not included and must be separately purchased.
- Phones/Devices purchased from Infovista that have TEMS Firmware installed (i.e “TEMSified devices”) are covered by the Annual Hardware Support for the first 12-months only.
- Devices that are HW modified by Infovista, to be installed in Infovista HW or to allow external antennas are covered by the Annual Hardware Support.

  Other 3rd party appliances such as hubs, GPS dongles are only covered by the 12 months initial manufacturer warranty and not covered by the Annual Hardware Support.

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

9.3 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 to manage the compatibility between the components.

9.4 Hardware Support – Return Material Authorization (RMA)

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.

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.

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.

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.

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.

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.

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.

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.

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.

10 Infovista 5view Support

10.1 SLA

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.

Ensure both parties agree 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.

Response Time Objectives

Priority Level	Initial Response Time
P1 - Emergency	Within one hour
P2 - High	Within one hour
P3 - Medium	Within two business hours
P4 - Low	Within two business hours

5view response time objectives

10.2 Hardware Support - Return Material Authorization

RMA Policy

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

The Hardware Support consists of standard replacement. This means that Infovista must receive the faulty device first. The new device is then sent within 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 destination and the receiver pays for customs duties and taxes.

RMA Process

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.

Provide investigation information

A failure diagnostic by the Technical Support is mandatory to authorize an RMA. 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.

Complete and submit the RMA form

Once the Technical Support has authorized the RMA, your 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.

Deliver the replacement part

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.

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
3 rue Christophe Colomb
91300 Massy
France

11 Infovista Hammer Support

11.1 Information needed

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

- Know the Hammer product, version, serial number, IP address, and/or URL of the system(s) involved
- Identify the functional area (UI, backend processes, IP communication …) that needs support
- Identify the physical nodes (if applicable) involved
- Hammer, OneSight, Call Master, HOD VW, HOD-P, HOD-QA, etc
- Collect any screen shots, log files, error messages where applicable
- Use our diagnostic tools (if applicable) for collecting information
- Is the issue reproducible?
- Be ready to allow your assigned Hammer engineer remote access to your system

11.2 SLA

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.

Response Time Objectives

Priority	Initial Response Time	Target Resolution Time
P1 - Emergency	2 Business Hours	Within 72 hours after the error is identified* The solution may include a temporary workaround or a generally available new release of the software.
P2 - High	4 Business Hours	Within 5 business days after error is identified* The solution may include a temporary workaround or a generally available new release of the software.

P3 - Medium	8 Business Hours	Within 7 business days after error is reproduced. The solution may consist of (a) a change to the software code in a future release at the discretion of the seller or (b) another workaround.
P4 - Low	12 Business Hours	Within 10 business days. The solution may consist of providing answers to questions, submitting feature requests to product management and/or making changes to future releases of the product.

Hammer response time objectives

About Infovista

Infovista is the global leader in network lifecycle automation (NLA) for the next-gen networks era. With its unique NLA approach, Infovista allows communications service providers (CSPs) and enterprises to improve their network performance and customer experience, optimize their productivity, and reduce their costs, while maximizing return on their investments. Spanning the entire network lifecycle, Infovista's products and solutions leverage an open, integrated, cloud-native portfolio that automates tasks, flows, analytics, and decisions to the greatest extent possible. More than 1,500 customers, including 400 Mobile Network Operators, around the world rely on Infovista to plan, design, deploy, test, operate, support, optimize, evolve, report on and monetize their networks.

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