

## IQGeo Support Services

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IQGeo Support Services provides customers with a help desk service to answer technical questions about IQGeo commercial products, as well as track, diagnose, analyze, and deliver resolution to incidents.

IQGeo Support Services include:

- Acceptance of qualified support incidents
- Incident logging, tracking, and status
- Incident analysis and resolution
- Basic guidance on the use of commercial IQGeo products
- Remote diagnostics, where access to customer system is available
- Advise on the management of customer-specific environmental factors
- Identification and reporting of product defects to IQGeo engineering

### Support Service levels

There are three service levels available for IQGeo Support Services: Standard, 24/5, and 24/7. Standard support is provided as part of the annual software subscription cost and enables support eight hours a day, five days a week. Enhanced 24/5 increases the support window to 24 hours a day, five days a week, and enhanced 24/7 further increases the duration of the support window to 24 hours a day, seven days a week (Terms & Conditions apply).

### Support Service options

- Standard – Included in annual software subscription
- 24/5 – Enhanced option
- 24/7 – Enhanced option

### Support Service options for deployment architectures

IQGeo's software products can be deployed using three different architectures: SaaS, Hosted, and On-premise. While the Support Services framework remains the same regardless of the software deployment architecture, the availability of Enhanced Support Services is restricted to certain deployments as described below.

#### SaaS deployments

Insight and Professional editions of the IQGeo Network Manager software use a SaaS deployment to provide rapid startup, automated software updates, and reduced IT overhead. SaaS deployments include Standard Support Services with the software subscription. Insight edition customers cannot upgrade to enhanced 24/5 or 24/7 Support Service. Professional edition customers have the option of upgrading to enhanced 24/5 or 24/7 Support Services.

#### Hosted deployments

The Enterprise edition of IQGeo Network Manager can be deployed on an IQGeo hosted environment specified by the customer. Hosted deployments include Standard Support Services with the software subscription and can be upgraded to enhanced 24/5 or 24/7 Support Services.

#### On-premise deployments

With on-premise deployments, the IQGeo software is installed within the customer's own IT infrastructure at their location. On-premise deployments are available only for Enterprise editions of IQGeo's Network Manager products. On-premise deployments include Standard Support Services with a software subscription and can be upgraded to enhanced 24/5 or 24/7 Support Services.



## Support Services response profile

The service profile and response guidelines contained in the chart below define target incident response times, within the business hours for IQGeo's Support Service subscriptions.

Support Levels	Standard				24/5				24/7			
Severity Level:	1	2	3	4	1	2	3	4	1	2	3	4
Availability	<b>Business Hours (8/5)</b> No out of hours availability				<b>Business Hours</b> Severity 1: 24x5 availability (excluding holidays)				<b>Business Hours</b> Severity 1,2: 24x7 availability			
Initial Response Time	4BH	8BH	24BH	40BH	2hrs	6BH	24BH	40BH	1hr	3hrs	24BH	40BH
Update Intervals	NBD	2BD	BRE	BRE	4hrs	8BH	BRE	BRE	2hrs	6hrs	5BD	BRE

BH = Business Hours / BD = Business Day / NBD = Next Business Day / BRE = Best Response Effort

## Support Services severity levels

The response times documented in the chart above vary based on the specified Severity levels outlined below.

Severity Levels		
Severity 1	Highest	Any catastrophic failure of IQGeo product/services that results in a critical impact to the end user's business operation for more than 30 minutes.
Severity 2	High	A serious problem resulting in considerable service degradation, loss or outage but does not prevent the system from fully operating; or a problem which results in no loss of service functionality but causes excessive, unreasonable inconvenience to the end user
Severity 3	Medium	Any problem that does not unreasonably inconvenience the end user but nevertheless results in diminished product response or performance.
Severity 4	Low	An inquiry or request for assistance on product feature/functionality, minor bugs, or requests for product information.

## Post-Production Support for custom software

The Support Services outlined in this document apply to commercial IQGeo software products and do not apply to custom software that may have been developed for specific customer implementations. Custom software support can be provided through a Post-Production Support contract. Contact IQGeo for details on Post-Production Support.

## Detailed Support Services information

The information in this document provides only a summary of the IQGeo Support Services. Consult the IQGeo Support Services Terms & Conditions document for a full description of support services and restrictions.