

# 1. Introduction

This document sets out the **Comprehensive Customer Support Agreement** available for customers of VizExplorer, including the levels of coverage, scope, process, priorities, and response times.

Support services include technical software support and maintenance, including issue troubleshooting and resolution, bug fixes, and access to minor patches for your VizExplorer software on the terms of this Customer Support Agreement, as well as your order form or agreement in respect of the VizExplorer software. Full software version upgrades and access to major releases **are not included** within the scope of VizExplorer support. Refer to the Scope of Support section in this document for more details.

Should you require further information, please contact your VizExplorer Customer Success Manager.



**NOTE:** This is a living document and may be updated from time to time to ensure that VizExplorer is delivering optimal support to its customers.

## 2. Support Plans

VizExplorer offers two support plans, depending on which VizExplorer products you have purchased, as well as the terms and conditions of the order form or agreement related to the VizExplorer software:

SUPPORT PLANS	LEVEL OF SERVICE
<b>STANDARD Support</b>	9 a.m. to 5 p.m. Pacific Standard Time
<b>OPS Support</b>	24 x 7

Please note that OPS Support is required for products that are real-time operational applications (e.g., floorVizOps, hostVizOps, and techVizOps).

## 3. Scope of Support

VizExplorer's support plan is designed to provide technical support and maintenance services for the VizExplorer software, including logging, identification, troubleshooting, and resolution of issues that are within VizExplorer's control. An "**issue**" is a technical problem in the accessibility or performance of a function or component of the VizExplorer software when an end user is using the VizExplorer software in accordance with the current user documentation.

Additionally, the VizExplorer support plan includes incremental minor patch releases and bug fixes, but it does not include any major or full version upgrades/releases to the VizExplorer software.

A "**minor patch release**" is an incremental release that provide improvements or fixes to the software in response to items raised or reported by customers, or through VizExplorer's own quality assurance program.

A “**bug fix**” is an incremental change that specifically addresses one or more extremely high priority issue for a customer or group of customers. Bug fixes are normally sent only to customers who have reported one of the issues being addressed the bug fix. Not all issue corrections can be delivered as bug fixes.

Certain types of end user issues and requests are **not** covered under the scope of VizExplorer’s support plan, as determined by VizExplorer in its reasonable discretion. VizExplorer’s support plan specifically **excludes** the following (without limitation):

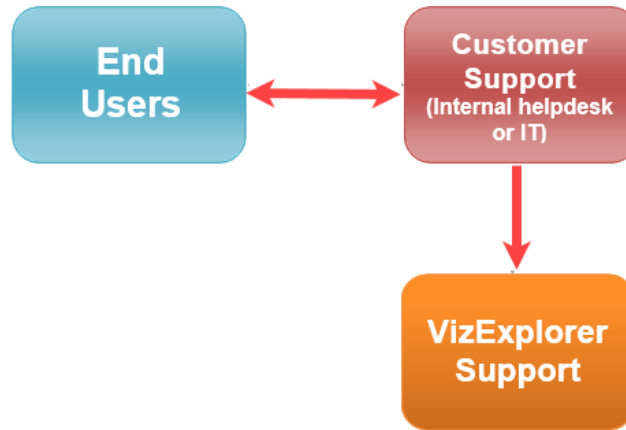
- Issues arising from the completeness or quality of the customer’s data.
- Issues arising as a result of the improper or negligent use of the VizExplorer software.
- Changes or modifications in the customer’s business rules or business process.
- Changes to the VizExplorer software’s physical environment, including relocations of facilities.
- Customer or third-party changes to Customer’s systems of record, network systems, or infrastructure (hardware or software upgrades), including upgrades or new versions to such systems.
- Customer network failure or server corruption.
- Changes or enhancements to the VizExplorer software that would typically be addressed in the initial implementation of the software, such as modifications to business rules, set-up, or configuration.
- Major/full version upgrades to the VizExplorer software.

Major and full version upgrades to newer releases of the VizExplorer software are available to customers for an additional charge, as agreed between VizExplorer and such customer. VizExplorer supports active versions of the software up to 2 major versions back. For example, if the current version is version 8, then VizExplorer will support End Users on active versions 8, 7 and 6.

Note that VizExplorer will only support the most current version of the installed product. For example, if a customer determines to retain a prior version for historical reference following an upgrade to a newer version, VizExplorer will only support the newer version and will not provide support to the historical reference version.

VizExplorer will provide customers with 12-months advance written notice with the date of when it will consider a version as inactive. Once a VizExplorer software version is deemed to be inactive, VizExplorer will discontinue the support for the version and not provide any minor patch releases and bug fixes.

## 4. Overview of Support Structure



The three levels of support are:

LEVEL	DESCRIPTION
<b>Level 1</b>	<p>Level 1 support is provided by an end user's internal helpdesk and IT support resources. If such internal resources are not available, VizExplorer will provide level 1 support.</p> <p>Level 1 support is responsible for basic end user issues, such as resolving username and password problems, verifying proper hardware and software setup, and assisting with basic application navigation.</p> <p>This level of support involves gathering user information, analyzing the problem(s), identifying the underlying issue(s), and attempting to resolve the issue(s).</p> <p>User issues that cannot be resolved at this level are escalated to the next level.</p>
<b>Level 2</b>	<p>Level 2 support is provided by application experienced and knowledgeable VizExplorer personnel.</p> <p>This level of support is responsible for more in-depth issue analysis, including investigating issues escalated from Level 1 support, confirming the validity of the issue(s), and seeking and applying known solutions.</p> <p>User issues that do not have known solutions or otherwise cannot be resolved at this level are escalated to the next level.</p>

<b>Level 3</b>	<p>Level 3 support is provided by experienced VizExplorer engineers.</p> <p>This level of support is responsible for investigating elevated issues, including seeking and applying known solutions, creating solutions, or creating workarounds.</p> <p>Problems remain at this level until resolved.</p>
----------------	---

## 5. Logging Support Requests

A support request is a single, reproducible problem, issue, or symptom relating to the VizExplorer software that requires assistance. Each support request should be logged in the vizLibrary using the contact method below:

**vizLibrary:** [vizexplorersupport.zendesk.com](https://vizexplorersupport.zendesk.com)

## 6. Priority Classifications

Each support request is assigned a priority based on the severity of the support request. The severity is determined by:

- The software's ability to perform the end user's intended business function (when operated in accordance with applicable documentation)
- The extent to which an issue is preventing the end user from performing that function
- The impact of not being able to perform that function on the end user's business

VizExplorer support request priorities are as follows:

PRIORITY	IMPACT	DESCRIPTION
1	Critical	The VizExplorer software application, or a functionality that is critical to the end user's business, is NOT operational; an acceptable workaround IS NOT available.
2	High	The VizExplorer software application, or a functionality that is highly important to the end user's business, IS operational but performance is limited or otherwise restricted; an acceptable workaround IS NOT available.
3	Medium	The VizExplorer software application, or a functionality that is important to the end user's business, IS operational but performance is limited or otherwise restricted; an acceptable workaround IS available.
4	Low	The VizExplorer software application is not affected. This priority level is assigned to requests for information or feature enhancements/changes.

## 7. Response Times

Response times are set out in the following table. Response time is measured from the time you raise an issue with VizExplorer support to the time a VizExplorer Support Representative is assigned to the issue and acknowledges such assignment by initiating a return contact.

PRIORITY	IMPACT	SUPPORT PLAN	RESPONSE TIME (TARGET)
1	Critical	STANDARD	2 hours
		OPS	30 mins
2	High	STANDARD	4 hours
		OPS	2 hours
3	Medium	STANDARD	24 hours
		OPS	12 hours
4	Low	STANDARD	48 hours
		OPS	24 hours

## 8. Resolution Times

Resolution times are set out in the following table. The resolution time target should be viewed as a medium target time for resolution of issues (not requiring code changes) over a period. This means that often issues may be resolved faster than the target time.

PRIORITY	IMPACT	SUPPORT PLAN	RESOLUTION TIME (TARGET*)
1	Critical	STANDARD	2 business days
		OPS	4 hours
2	High	STANDARD	5 business days
		OPS	1 day
3	Medium	STANDARD	**reasonable efforts

		OPS	**reasonable efforts
4	Low	STANDARD	**reasonable efforts
		OPS	**reasonable efforts

\* Resolution time targets do not apply to issues requiring product code modifications or error corrections.

\*\*VizExplorer will use its reasonable efforts to remedy defects and/or provide a workaround in the next minor patch release.

## 9. Support Request Resolution

VizExplorer will work with the end user to resolve a support request as quickly as possible and remain in regular contact with the end user throughout the resolution process. In some instances, a support request may be resolved without the additional direct input of the end user.

Reasons that a support request can be resolved include:

- The end user confirms that the support request is resolved or can be closed.
  - The issue is found not to be due to any error in the VizExplorer software application.
  - Information is provided to the end user on how to correctly use the VizExplorer software.
  - A workaround to achieve similar results is provided to and accepted by the end user.
  - The end user is informed that a version release that contains the required correction is scheduled.
  - The request is a feature enhancement/change request and has been prioritized accordingly or is otherwise unavailable to the end user, as determined by VizExplorer in its sole discretion.
  - The support request is identified as a third-party vendor problem and the end user agrees that the support request can be re-assigned to the third-party for resolution.
-