



IQGeo Support Services

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

IQGeo offers a Standard Support level for all our customers, regardless of deployment configurations. Those customers seeking changes or extensions to the Standard Support should contact IQGeo with their support level requirements.

Support Service for Deployment Architectures

Customers can choose to deploy their Network Manager Telecom software using IQGeo SaaS or Private Cloud hosting options. A Private Cloud option allows the customer to choose a deployment strategy other than IQGeo SaaS. This can include on-premise, private hosting or selecting a hosting provider other than that offered by IQGeo. The Standard Support service response profile remains the same for IQGeo SaaS and Private Cloud deployment options (see below).



Support Service 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 Standard Support service subscriptions.

Severity Level	1	2	3	4
Availability	Business Hours (8/5) <i>No out of hours availability</i>			
Initial Response Time	4BH	8BH	24BH	40BH
Update Intervals	4BH	8BH	BRE	BRE

BH = Business Hours | **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, enhancement requests 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 for a full description of support services and restrictions.