# High QA Annual Maintenance and Support (M&S) Program for Inspection Manager Software

June 1, 2021

This Annual Maintenance and Support (M&S) Program document describes High QA's commitment to support customers having current, active, Maintenance and Support (M&S) contracts and the M&S Program's terms and benefits.

High QA offers a Maintenance and Support (M&S) Program on an annual basis. Renewing the M&S Program is optional but is highly recommended to all customers.

## Benefits and Details

The annual High QA's Maintenance and Support (M&S) Program provides customers with the following exclusive benefits:

- Access to new software versions (Major Releases). High QA typically release two new versions every year, usually one in mid-year and one at the end of the year. These versions introduce improvements and new functionality, as well as software bugs fixes. High QA reserves the rights to develop, package and price separately new modules offering significantly new functionality.
- Access to interim patches (Maintenance Releases) offering immediate enhancements and software bugs fixes.
- Unlimited participation in the product educational and training online classes typically held 2-3 times a month.
- Unlimited 24×7 access to our Online Resources Center with ticketing and context sensitive knowledge base system that includes product documentation, educational videos, how-to articles, troubleshooting information and more.
- Unlimited access to our technical support, offered between 8am – 6pm, Monday – Friday (U.S. East Coast time, daylight savings affected), excluding company scheduled holidays. Customers will be notified of upcoming holidays.

## Support Tickets

Support tickets can be reported 24/7 using the following support channels:

- High QA's Online Resources Portal, Ticketing System at: https://highqa.atlassian.net/servicedesk/customer/portal/
- From within Inspection Manager software (using F3) – when connected to the internet
- Via email to a dedicated support email address: (per project i.e., imdesk@highqa.com)
- Via email to a general support email address: support@highqa.com
- Phone calls from 8AM to 6PM Eastern Standard Time at: 1-888-727-1266

Each incident will be logged into our Ticketing System, classified and routed to one of our knowledgeable Application Software Support Engineers. High QA will provide an initial response (if not resolution) within one business day or sooner.

For the information on how to report technical issues in the most efficient way please refer to the knowledge base article below:
What Information to Include When Submitting Tickets for Support?

## Service Level Policy

### Incident Classification Principles:

High QA personnel classifies the severity of reported issues using the three severity levels below.

**Severity 1**

Severity 1 applies to any error, technical issue, malfunction, or functional failure that affects a major feature/function with potential widespread systemic impact, including the unavailability of certain key features and/or the production of inaccurate data or calculations. No workaround is available.

Customers are advised to contact High QA Support Team using the Online Resources Portal, via email and calling the support number. This way, resources can be allocated as soon as possible.

**Severity 2**

Severity 2 applies to any error, technical issue, or malfunction, or failure of function that materially degrades response time or functional performance of the component.

Customers may contact High QA Support Team using any support channel.

**Severity 3**

Severity 3 applies to any error, technical issue, or malfunction that makes any feature of the component perform unpredictably, inaccurately, become intermittently unavailable or inaccurate, or that otherwise causes any feature of the component to perform in a manner that does not conform to expected functional characteristics.

Customers may contact High QA Support Team using any support channel.

## Prioritization and Response times:

High QA support personnel uses Severity to prioritize processing tickets. As such the following Priorities are used when processing tickets:

**High**
*Assignment of Severity 1 Tickets*
Tickets of Severity 1 are assigned to a High Priority.

Example: installation or update issue, security related issue, etc.

If High QA identifies a High Priority issue related to security or system availability internally, we may initiate a process without reports from the customer and will take all commercially reasonable actions deemed necessary to fulfill High QA's commitments. Upon High QA's reasonable investigation of any such security and privacy issue, but in no event longer than one (1) business day, High QA shall notify the customer of such issue update and a plan for the correction of any such failure and prevention of subsequent occurrences.

*Initial Response to Severity 1 Tickets*
High QA will verify creation of a new ticket, begin analysis of the issue, and communicate to the customer within 2-4 hours.

If the issue is not resolved within four (4) hours, High QA will allocate additional resources until the problem is resolved or to the extent no longer a High Priority ticket and reclassified to a lower-level problem. High QA Support Team shall notify the customer and provide status reports at reasonable intervals until the ticket is not resolved or the priority is lowered.

**Medium**
*Assignment of Severity 2 Tickets*
Tickets of Severity 2 are assigned to the Medium Priority.

Example: inability to run a non-essential function, slightly incorrect calculation of results, etc.

*Initial Response to Severity 2 Tickets*
High QA will verify creation of a new ticket, begin analysis of the issue, and communicate to the customer within four (4) business hours.

If the issue is not resolved within four (4) hours, High QA will allocate additional resources (senior staff) until the problem is resolved or to the extent no longer a Medium Priority ticket and reclassified to a lower-level problem. High QA Support Team shall notify the customer and provide status reports at reasonable intervals until the ticket is not resolved or the priority is lowered.

**Low**

*Assignment of Severity 3 Tickets*
Tickets of Severity 3 are assigned to the Low Priority.

Example: typographical error, incomplete documentation topic, etc.

*Initial Response to Severity 3 Tickets*
High QA will verify creation of a new ticket, begin analysis of the issue, and communicate to the customer within one (1) business day. High QA Support Team shall notify the customer and provide status reports at reasonable intervals during the life cycle of the ticket.