

Foresight Software Technical Support Conditions*

Not an offer.

*The terms and conditions also apply to technical support of Prognoz Platform.
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**Technical support
service**

<https://support.fsight.ru>
support@fsight.ru
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Definitions

Software is a software developed by Vendor.

Vendor - Foresight company.

Customer is a company that bought the permission to use Software.

Partner (<https://www.fsight.ru/poisk-partnera>) is a company that implements solutions and grants permissions for the Software.

User is a customer or partner representative.

Request is a User request to technical support service. Requests can be received though email or technical support portal.

Advice is a recommendation relating to the use of Software tools, solving application tasks and setting up infrastructure.

Error is a non-compliance of Software with established requirements, described in Software online help.

Error correction is making corrective changes to the Software source code.

Initial response time is a period of time during which technical support service experts should analyze the request and take it into work, or request clarifying information.

The response time to the request is the time from the moment the request is registered on the support portal to the moment it is taken to work or a request for clarifying information.

Corrective measures time is a period of time during which technical support specialists must investigate the received request and provide a solution. In case there is no way to quickly fix the issue, they must provide a workaround, or a plan of action to solve the issue.

The time for providing a decision is the period from the moment the request is registered to the moment it is resolved, is given a workaround, or an action plan.

Priority is a characteristic of request that reflects the importance of the request and affects the initial response time and the timing of corrective measures. Priority levels:

1. Critical priority

Errors that may cause the following:

- Emergency shutdown or hangs of Software during basic user action;
- loss of user data without the ability of recovery;
- Information security violation that leads to the implementation of Software security threats (errors classified as Software vulnerabilities).

For timely execution of requests with high priority, User must fulfill the following conditions:

- Justify the request criticality;
- Send contact details for communication;

- Describe the issue and the steps to reproduce it;
- Collect debug information;
- Provide remote access;
- If remote access cannot be provided because of security policy, one needs to provide a localized example, which reproduces the issue.

2. High priority.

Errors that may cause the following:

- Emergency shutdown or hangs of the Software;
- Significant issues with the performance and resource consumption of the Software;
- Impossibility to save user settings of the Software;
- Inoperability of the declared functionality of the Software, blocking user work, in the absence of a workaround solution.

For the timely execution of requests with high priority, User must fulfill a number of conditions:

- Justify the high priority of the request;
- Send contact details for communication;
- Describe the issue and the steps to reproduce it;
- Collect debug information;
- Provide remote access;
- If remote access cannot be provided because of security policy, one needs to provide a localized example, which reproduces the issue.

3. Medium priority.

Errors that may cause the following:

- Inoperability of the declared functionality of the Software, blocking user work, in the absence of a workaround solution;
- Errors in Software documentation;
- Errors, lack of translations of the user interface;
- Notifications in the user interface of the Software errors that require additional actions.

4. Low priority.

Errors that may cause the following:

- Minor errors in the user interface design;

- Functional errors rarely occurring under specific conditions;
- Issues of Software usability not affecting Software functionality;
- Errors in Software documentation.

Support Portal (<https://support.fsight.ru>) is used for support of users in online. Technical support portal allows Users to create requests, view their status and request processing history. If Customer has his own helpdesk deployed, the Vendor technical support portal can be used to organize integration with it¹.

Online Help (<http://help.fsight.ru/en/>) is the resource containing relevant documentation on software use.

Update (<https://updates.fsight.ru>) is the update of the current or previously released versions of the software that contains improvements and bug fixes that the technical support service makes available to User.

¹The price of integration is calculated separately.

General Conditions

The present Terms of technical support of Foresight company products without conclusion of the corresponding contract with FORESIGHT LLC is not an offer, public offer and do not entail any obligations for the Foresight company and are provided for information purposes only.

Technical support services are provided to customers having a valid contract for technical support services concluded with Customer on a fee basis from the first year of using Software². Partner technical support services are provided subject to a valid partner agreement (basic level of support with no limit on response time and timing of corrective actions).

If there are contracts for technical support services during the entire period of using Software from the date of purchase to the Customer free licenses for server and client components of Software for the development and testing circuits.

The following channels of interaction with technical support service are available to Users:

1. Email;
2. Technical support portal.

Online resources are also available:

1. Online help;
2. Updates.

Technical support³ services include:

1. Software bug fixes;
2. Finding workarounds for issues caused by an error in Software;
3. Providing access to updates and technical support portal.

To get Software distribution files, contact technical support by sending an email to support@fsight.ru or via the support portal <https://support.fsight.ru>

Technical support service does its best to respond to all incoming requests in accordance with the initial response time of the appropriate level of technical support (see the Technical Support Levels section). Requests are processed by technical support service as they are received. The requests with critical and high priority, requiring emergency fixes are processed out of order.

Advice on the use of Software, infrastructure configuration, installation and configuration of third-party software and specific application solutions are not provided by Vendor.

User can apply for advice services from Vendor's partners.

²It is obligatory to buy technical support service plan in the first year of Software use.

³The terms and conditions also apply to technical support of Prognoz Platform.

Technical Support Levels

As part of technical support, there are several levels of service for Users, involving different contents and time of service availability, as well as the speed of response to incoming requests.

The level of Customer support depends on the level of purchased technical support.

Basic Support Level

1. **Services and operation mode.** The basic support level includes the services: finding workaround options for issues caused by a Software error and fixing Software errors. Receiving requests to the technical support service is possible via email and technical support portal. At nighttime, weekends and holidays, the basic support level includes only receiving requests on the technical support portal.
2. **Initial response time.** Initial response time is determined by the total load of technical support service and may be less than the stated time. In the standard support level, the maximum initial response time depends on the priority of requests:

Critical – 2 business hours.

High – 4 business hours.

Medium – 6 business hours.

Low – 8 business hours.

3. **Times of corrective measures.** Vendor provides a solution if it is not possible to promptly fix the issue – a workaround, or an action plan to solve the issue (hereinafter – Corrective Measures), depending on the priorities of the requests:

Critical – 8 business hours.

High – 16 business hours.

Medium – 32 business hours.

Low – 64 business hours.

If an action plan to solve the issue is provided as a Corrective Measure, this plan includes:

- Information on the status of issue solution.
- Information about planned next steps;
- Information on the necessary User actions to support issue solution.
- As far as possible, the planned dates for further steps taken by Vendor.
- Date and time of the next status update from Vendor.

5. **Reports.** Technical support service, upon User request, informs him about the current quality of the performance of technical support services.

Premium Support Level

Conditions of the Premium support level are discussed with each Customer individually.

As part of the Premium support level in addition to the individual conditions, all Customers may be provided with the following services:

1. **Personal manager.** To promptly resolve User requests related to the use of Software, and to raise priorities on requests, a personal manager is allocated for direct contact with User and Vendor.
2. **Expert advice.** User can use the advice of Vendor experts on the use of Software. Expert advice can be provided remotely (by phone or other communication means), as well as on the User's premises (when solving incidents).⁴.
3. **Flexible schedule.** If necessary, User can change the schedule of the Vendor's technical support service, for example, due to time lag of User and the Vendor's technical support service.⁵.
4. **Reports:**
 - Report on the current status of unresolved requests – once a week.
 - Service quality report (SLA) – once a quarter.

Quality Assurance of Delivered Services

It is accepted that the technical support service has fulfilled its obligations to provide technical support services, with the appropriate response of the technical support service within the established time limits in at least 95% of all cases on all requests for the calendar quarter. If User sends less than 20 (twenty) requests, User agrees that the technical support service is considered to have fulfilled its obligations described above, in case the technical support service has not exceeded the terms established by the present Policy for more than 2 (two) requests during the corresponding calendar quarter.

Penalties are not applied if User cannot provide all the necessary information for diagnosis and analysis issues or other requests regarding the use of Software, including a description of the infrastructure or does not fulfill the prerequisites for solving urgent requests.

⁴ Expert advice on the use of Software and work on the User's premises is possible only by prior agreement with Vendor.

⁵ The price of changing technical support service schedule is calculated separately.

Processing and Executing Requests Received by Technical Support Service

The request is considered processed in any of the following cases:

1. User confirms that request is processed.
2. The technical support service provides User with an update with a fixed error in Software or a reasonable and mutually acceptable technical solution to the issue.
3. The technical support service does not receive clarifying information or other information from User within five working days in a row from the moment of contacting him for the request details.

The request processing may be delayed or impossible for the following reasons:

1. An error in Software cannot be reproduced on Vendor's hardware and software, and User did not provide a remote access to the system for issue investigation.
2. User cannot provide necessary information to solve the issue.
3. Software errors are caused by: use of Software with hardware or software not intended for use with operating systems approved in Software online help; use of Software not in accordance with the Software documentation and/or the contract.

Advice on the use of Software, infrastructure configuration, installation and configuration of third-party software and specific application solutions are not provided by Vendor.

User can apply for advice services from Vendor's partners.

Requirements to User on Providing Technical Support Services

On submitting a request to Vendor's technical support service, we expect that User will make every attempt possible to:

1. Use communication channels specified in the General Conditions section of the Present Policy.
2. Timely notify Vendor's technical support service in case if the representative(s) has(ve) been changed.
3. Use software and hardware that are necessary for Software functioning corresponding to the Vendor's recommendations.
4. Provide all the necessary information for the diagnosis and analysis of errors or other requests concerning Software, including a description of the infrastructure on which Software operates'

5. In case of any questions regarding the Software functioning, User is recommended to first study the available information in the online help;
6. It is recommended that within one month from the start of the technical support services use, to be trained in the products used by the Vendor.

Annex 1. Technical Support Levels Parameters

Technical Support Levels (SLA - Service Level Agreement)		Basic
Receiving and recording requests		
Access to online resources:		
technical support portal		24/7
help system		
updates		
Advice, issue solving, bug fixes		On workdays from 9 AM till 6 PM (Moscow time)
Initial response time	Critical priority	2 business hours
	High priority	4 business hours
	Medium priority	6 business hours
	Low priority	8 business hours
Corrective measures time limits (solution, workaround or action plan)	Critical priority	8 business hours
	High priority	16 business hours
	Medium priority	32 business hours
	Low priority	64 business hours

Annex 2. Technical Support Service Workflow

