

## SUPPORT POLICY

Minnovation Technologies is dedicated to providing our customers with high-quality product support. In order to ensure that your experience with our support system is consistent and effective, we provide the following support policy. Minnovation Technologies reserves the right to alter this support policy at any time.

### Technical Support

At Minnovation Technologies, we pride ourselves on providing the best support experience that we can deliver. Our support staff routinely helps to troubleshoot problems, provide advice on best practices, and get you back on track to move forward with your project. Just like in our software, we don't like to impose arbitrary limits; that's why we don't hinder your use of our support through restrictive contracts. You won't see hard limits on how many tickets you can create, phone calls you can make, or the amount of time we'll spend helping you. However, our support team is not infinite. As support is a limited resource, we must work together and have some ground rules to help prevent abuse of the system in order to keep wait times down and provide fair use to support resources.

### Usage Guidelines

In order to remain in good standing as a member of our support community, it is important to keep the following principles in mind.

#### Support is not training

We offer many different types of training and educational materials. Our online [knowledge base](#) is an excellent reference with a wealth of information. While our support staff will often offer tips and advice in the course of troubleshooting, we, unfortunately, cannot offer ongoing consultative training as part of a normal support plan. Please make use of our other educational offerings, or engage for consultative training in order to learn how to use our product.

#### Designing and/or building your project is out of scope

While our support staff will be happy to help you when you encounter a technical problem and point you in the right direction if you get stuck, they cannot offer substantive design or implementation guidance, or consulting. While we make AlphaX as easy to use as possible, it still requires technical expertise in many different areas. In order to achieve your project requirements, many different disciplines may be required, including authoring Python scripts or writing SQL queries.

If you need significant help building your project, please consider getting in touch with:

- An AlphaX qualified system integrator, who are experts in AlphaX and many other related technologies.
- Our Sales Engineering team is also available for those looking for guidance on building out advanced architectures and want some information on best practices before making a purchase.

#### Know your own infrastructure

AlphaX can be accessed through many different types of internet connection and web browser and connects to a large range of different devices, databases, and other systems. Our support staff are veterans of troubleshooting AlphaX in many different kinds of architectures and configurations. We will happily assist in troubleshooting many different kinds of problems, but the scope of our support is limited to AlphaX itself. Troubleshooting or configuring external systems like databases, firewalls, load balancers, networking devices, virtualization, cloud infrastructure, etc., is outside the scope of our support.

#### Bring your experts

When opening up a support ticket, it is important to have the experts on your systems available. Our support experience is an interactive one, where we will help troubleshoot live on your system if possible. In order to expedite the process, make sure you have the experts in relevant systems available for the troubleshooting process so that nothing is a "black box."

### Abuse will not be tolerated

We understand that many situations that require support are stressful, high-pressure, time-sensitive, costly, and intense. That said, we take any kind of abuse of our support reps very seriously. We will take immediate action against anyone who uses aggressive or harsh language, threatens, demeans, or otherwise engages in unprofessional behavior towards Inductive Automation employees.

In order to ensure that support remains as available as possible, we take care to monitor tickets for potential violation of these principles. To do this, we track a wide range of metrics and will work with customers who are routinely not following the principles laid out above. As a result, we may send you usage updates from time to time, give you gentle reminders, or, in more severe cases, be forced to de-prioritize your tickets in the support queue. In the most extreme circumstances, we reserve the right to unilaterally suspend or terminate access to support for any individual that is violating the above guidelines.

### **Ticket Classification**

Minnovation Technologies support uses a two-by-two matrix classification system for every ticket that is submitted: *Problem* and *Consultative* on the Y Axis vs. *Hardware* and *Software* on the X Axis.

*Problem*: This classification covers reported issues that represent an actual problem with the functionality of the software. Examples being:

- Can not access the system
- Functionality that was working stops, with no clear changes that should have affected it
- An upgrade changes behavior or functionality
- The software cannot be used in a documented manner

*Consultative*: Items that fall under this classification can be more commonly understood as “how-to” kinds of questions.

- Not knowing how to accomplish a goal
- Unsure of the best way to approach a problem
- Data is not exactly what is expected
- The problem statement focuses on technologies not part of AlphaX, such as SQL, networking, etc.

This classification system is one of the things used to determine the prioritization of submitted support tickets. Hardware and Software support tickets are each managed in their respective resolution pipelines.

The main goal of Minnovation Technologies support is to provide prompt, high-quality support to customers who are experiencing serious problems with AlphaX. For this reason, *Problem* issues are prioritized and handled in an order that's determined by the level of support plan that covers the installation in question.

For all non-Priority Care/ELA/Distributor customers, tickets that are classified as *Consultative* in nature are deprioritized and are not associated with a published expected response time. Customers may still submit these tickets via a phone call or the web portal; however since responses will be delayed, it is encouraged that these types of issues be directed to the forums or researched using the other free resources available such as the knowledge base, or the online user manual.

### **Ticket Severity**

Along with the classification structure, we also use a ticket severity metric to help determine how *Problem* tickets are prioritized within the support queue. There are four levels of ticket severity into which all incoming support tickets are categorized.

- Urgent - This is reserved for issues such as major server outage, or cyber attack
- High - Complete Loss of Critical Service
- Medium - Partial Loss of Critical Service
- Low - Partial loss of non-critical service, All **Consultative** tickets and

The assignment of severity to tickets occurs during the first communication with Minnovation Support at the time of ticket submission when submitted by phone. If a ticket is submitted via the web portal, we will attempt to assign an accurate severity based on the supplied information.

### How Prioritization Occurs

Tickets are prioritized within the support system by taking into account Support Plan Type, Ticket Severity, Last Response Time (amount of time since last customer inquiry), and Ticket Classification. Ticket Classification is first used to deprioritize tickets of a consultative nature for non-PriorityCare/ELA/Distributor customers into a separate queue that is handled based on available department resources. The remaining tickets are then sorted into a queue to be actively handled by the Minnovation Technologies support staff.

In general, tickets submitted by accounts having a “higher” support plan type will be serviced first; however, plan type is not the only factor used to determine response priority; severity and wait times are also taken into account in the ordering of the ticket queue.

### Policies and Pricing

Support plans are calculated for a year and paid a year in advance. Your plan price is based on the retail cost of the hardware & software. If a lapse occurs, you will be charged a reinstatement fee (which is calculated at a daily rate) and if this lapse is prior to a major update, you will be required to upgrade to the current version to reinstate your Support plan.

Upgrades are priced at 65% of the current retail cost.

#### PriorityCare

PriorityCare is our premium support offering, providing unlimited phone, and web support at our highest priority level, as well as free software upgrades and member discounts.

**+ 24% Annually** | Support plan price is based on the retail price of hardware & software at the time of purchase.

PriorityCare includes:

- Extended Warranty on Hardware (3 Years)
- Unlimited phone, web portal support at our highest priority level (Includes phone support during business hours; priority level may be affected by the severity of the issue.)
- Upgrade Protection: Unlimited free upgrades to any modules & firmware for hardware purchased
- 15% discounts on training courses
- Free certification tests
- \$60/Hour On Site Support Costs (Issues outside of Warranty)

#### TotalCare

Get peace of mind for the entire year with unlimited phone, and web portal access to our technical support reps, free software & firmware upgrades, and member discounts.

**+ 20% Annually** | Support plan price is based on the retail price of hardware & software at the time of purchase.

Total Care includes:

- Extended Warranty on Hardware (2 Years)

- Unlimited phone (during business hours), and web portal support
- Upgrade Protection: Unlimited free upgrades to any modules & firmware for hardware purchased
- 10% off training courses
- Half-price certification tests
- \$90/Hour On Site Support Costs (Issues outside of Warranty)

### BasicCare

Best for customers who want access to technical support reps via the web portal, but don't require that issues be expedited via phone support. Includes free upgrades to any modules purchased and firmware updates, plus web portal support.

**+ 16% Annually** | Support plan price is based on the retail price of hardware & software at the time of purchase.

BasicCare includes:

- Upgrade Protection: Unlimited free upgrades to any modules & firmware for hardware purchased
- Unlimited web portal support
- \$90/hr Level 2 Help Desk Charges
- \$120/Hour On Site Support Costs

### No Care (No Support Package)

Should a support packages lapse, or should a customer opt-out of support at any time, support requests can still be handled at the standard hourly rates.

- \$150/hr On Site Support Costs
- \$90/hr Level 2 help Desk Charges

### Upgrades

Upgrades are free for any software under a BasicCare, TotalCare, or PriorityCare support plan. If an upgrade is needed and a support plan is not in place, customers will have to pay 65% of the software's current retail price.

Example:

Retail Purchase Cost (\$19,350)	
Support Package	Upgrade Price
Without Support Plan: 65%	\$12,577.50
With PriorityCare: 24% = \$4,644.00	Free
With TotalCare: 20% = \$3,870.00	Free

With BasicCare: 16% = \$3,096.00	Free
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### Telephone Support

Technical support via telephone is available for customers for all software under a PriorityCare or TotalCare plan. Our telephone support is often enhanced by the use of TeamViewer, which lets our representatives actually see your issue live over the Internet, reducing incident resolution times to a minimum.

The support department can be reached by calling 1300 916 082 during our normal support hours of 8 AM to 5 PM AEST. When calling after hours, you will be given the option to be redirected to the emergency support line. After-hours support is available 24x7x365 for customers who are eligible for phone support and is billed at \$350 per hour with a one-hour minimum.

### Post-Sales Support

Each purchase comes with 90 days of free telephone technical support. After the initial free period, telephone support is available with the purchase of a PriorityCare or TotalCare plan. If PriorityCare or TotalCare is purchased during this time frame, then it is valid for 12 months starting when the 90-day complimentary support ends.

Minnovation Technologies will also provide limited telephone technical support for prospective customers.

### Electronic Support (Web and Email)

Minnovation technologies is proud to offer free electronic product support via our knowledge base and email

### Extended Warranty on Hardware Purchases

Extended Warranty is offered to all customers on Priority Care and Total Care support packages. Extended warranty covers all hardware failures in the extended time period that are covered under the standard warranty conditions.

Priority Care extends the standard 1 year warranty for up to 3 years beyond the initial purchase date.

Total Care extends the standard 1 year warranty for up to 2 years beyond the initial purchase date.

Last Updated: 05/09/2021 by Simon Maselli