IR Global Support Policy

For 24x7 Clients

IR Global Support

Effective 1st July 2025

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1. Introduction

1.1. Objective

This Support Policy (the "Policy") outlines the support services offered by IR's Global Support. It describes the technical support process, including severity classification and escalation processes.

1.2. Audience

This Policy is intended for IR Clients and resell partners who have entered into a Quote and Order for IR products or are considering entering into such a Quote and Order for IR products.

1.3. Background

This Policy should be read in conjunction with the Quote and Order into which a Client has entered. The Quote and Order describes the products that are covered, the period of Maintenance and Support and the fees payable.

Where applicable, an authorised and certified IR reseller may provide Level 1 or 2 Support and/or Maintenance services. Their Clients will sign a support agreement with the authorised reseller and the reseller will be the central contact for their Clients. IR will provide support to the authorised reseller for any problem reported in accordance with this Policy.

This Policy takes legal precedence where another document and this Policy may overlap or conflict. No implied or explicit warranty is provided as part of this Policy.

The Policy is subject to change without prior notice. A current version of this policy shall be available at ir.com/support.

2. Technical Support Process

Support is provided to assist Clients who have purchased it under a Quote and Order to troubleshoot and resolve problems resulting from the use of IR products. The Client is expected to act as a partner in resolving an issue and, as such, will need to be available to work with IR Support to perform reasonable actions, such as gathering of troubleshooting information. To ensure IR Support meets the target response and resolution times, the Client must:

2.1. Appoint and Train Technical Contacts:

- Designate at least one trained technical contact to liaise with IR Support for issue resolution and service requests.
- Technical contacts must complete IR's foundational and essential training for relevant products before engaging with IR Support. Additional training may be required depending on the individual's role, the implementation stage, or the use of specialised product features.
- IR provides recommended training guidelines, but it is the Client's responsibility to ensure that their designated contacts meet these training requirements.

2.2. Provide Effective Issue Reproduction and Troubleshooting Support:

- When submitting a service request, the designated technical contact must have a fundamental understanding of the issue and attempt to reproduce it where feasible.
- If the issue cannot be replicated, Clients must provide alternative evidence, such as logs or screenshots.
- For intermittent issues, Clients should document observed patterns and provide system diagnostics, logs and screenshots where possible.

2.3. Ensure Timely Engagement with IR Support Requests:

- To facilitate a smooth resolution process, Clients are encouraged to acknowledge support requests promptly and maintain clear, timely communication. This helps ensure efficient support case handling and minimises potential delays.
- IR Support may close unresolved cases after three documented follow-ups, provided no response is received.
- Once a case is closed, it cannot be reopened. However, Clients may submit a new case referencing the closed case so the two can be linked, especially if new evidence is available.

2.4. Facilitate Effective Communication During Support Interactions:

- Clients are expected to communicate clearly and provide accurate, detailed information during support calls and written correspondence.
- If the Client is in a noisy environment, they must use headphones or seek an alternative communication method. Poor call quality may result in call rescheduling.

2.5. Provide System Access for Effective Troubleshooting:

- If remote access is restricted or not permitted due to security policies, Clients must engage IR's Professional Services Team to assist with issue resolution.
- Clients who require on-site assistance must also engage the Professional Services Team. Please note that additional fees may apply for on-site support.

Support is not provided to any Client who has not purchased support as described in this Policy.

2.6. Terminology

Current Release	The most recent full release of a product line. The current release is supported under the 'Standard Support' phase (see below).
+1 Release	The full release available immediately prior to the current release. The +1 release is supported under the 'Essential Support' phase (see below).
+2 Release	The full release available immediately prior to the +1 release. The +2 release is supported under the 'Sustaining Support' phase (see below).

Standard Support	Standard Support includes all support services. This includes, but is not limited to: • Assistance using the product. • Provide a workaround or hotfix to address reported issues. • Create new patches at IR's discretion.
Essential Support	Under Essential Support, IR will: • Provide assistance with using the product, though priority will be given to Clients running the current release. • Make all existing patches and minor releases available. • Provide workarounds where possible. • Only create new fixes/updates for Priority 1 and 2 issues where no workaround is available. No fixes will be provided for Priority 3 and 4 issues.
Sustaining Support	Under Sustaining Support conditions, IR will: • Provide assistance with using the product, though priority will be given to Clients running the current release. • Make all existing fixes/updates available. • Provide workarounds where possible. • May direct Clients to upgrade to the current release.
EOL	EOL means: • IR Support will direct Clients to upgrade Prognosis to the Standard Support release. • Support services may be arranged with additional fees on a time and material basis.
Hotfix	A fix consisting of one or more files that needs to be deployed manually.
Patch	A version-specific package that contains fixes created for product defects.
Minor Release	An upgrade package that contains new features or functionality. Access to new features or functionality may require the purchase or additional licensing.

Maintenance	Maintenance means product upgrades and related technical support and is not included as part of this Policy. Maintenance shall be provided by IR upon payment of an annual maintenance fee, as specified in the Quote and Order.

3. Contacting IR Support or an Authorised IR Distributor or Reseller

3.1. Telephone

Support via phone is available to all Clients who have purchased it under a Quote and Order. Contact details for each region are included in this Policy in Section 4.3.

Support by phone is available on a 24-hour, 7-days per week basis.

3.2. Email

Support via email is available to all Clients who have purchased it under a Quote and Order, using the email address as shown in Section 4.3. An initial response to emails will be provided within the timeframes defined in the Service Level Objectives (SLO), based on the severity level of the issue.

Note: For Critical (P1) and High (P2) priority issues, Clients must first contact IR by telephone to log the case. Email-only case logging is not permitted during weekends (Saturday and Sunday) or IR-recognised bank holidays.

Emails to support are responded to on a 24-hour, 5-days per week basis, with personnel responding during local business hours at the IR offices listed in this Policy.

3.3. Logging a Support Case

Clients can open a support case by emailing support@ir.com or by calling the IR Support telephone number as listed herein. This will create a new ticket and place it in the appropriate priority support queue for your regional support team.

Email-submitted cases are monitored on a 24-hour, 5-days per week basis during local business hours.

In the event of a Severity 1 (P1) Level issue arising outside of the applicable local business hours, Client must contact IR's 24/7 support line and speak directly with a support representative. Notification by email alone shall not be deemed sufficient for the purposes of initiating a support response during such time.

To ensure accurate and efficient case handling and avoid delays in support:

- **New Cases:**
  - Clients must log a new case rather than request the reopening of a closed case, particularly if the issue is different or if the previous case was resolved.
  - If the issue continues from a recently closed case, the new case will be linked to the original for reference.
- **One Issue Per Case:**

    - Each case should address a single, distinct issue. If multiple issues are identified as being related, IR Support may consolidate or split cases as appropriate to ensure effective resolution.
- **Case Titles & Accuracy:**
    - Case titles should reflect the nature of the issue and work being performed.
    - IR Support engineers may update or adjust case titles as needed to improve clarity.

3.4. Case Closure & Client Communication

A case may be closed when the issue is deemed resolved by IR, a valid workaround is in place, or it is mutually agreed that no further action is required.

- **Unresponsive Cases:**
    - Cases will be closed if a Client does not respond after three written follow-ups.
    - A final closure notice will be issued, providing the Client with one additional business day to respond.
    - If no response is received within such period, the case will be closed.
- **Pending Closure Period:**
    - Cases marked as “pending closure” will remain open for up to three business days to provide Clients with time to confirm resolution.
    - Clients may request an extension of up to five additional business days if more time is needed for validation.

3.5. Scope of IR Support

To ensure transparency in support coverage, the following guidelines define what is included and excluded from the scope of IR Support.

Included in Standard Support

IR Standard Support includes assistance with the following activities related to supported product functionality:

- **Software Health Checks:** Guidance on maintaining the operational health of the IR solution.
- **Issue Diagnosis and Troubleshooting:** Assistance in diagnosing and resolving issues related to standard, supported product features.
- **Defect Identification and Resolution:** Identifying and resolving software defects within the supported product scope.
- **Usage Guidance:** Help with navigation, configuration settings, and standard usage scenarios.
- **Case Management:** Updates and communication on support case status throughout the resolution process.
- **Certified Environment Support:** Assistance with deploying and operating IR software within IR-certified or supported environments.
- **Log and Diagnostic Analysis:** Support in collecting and analysing log files, trace data, and diagnostic outputs to assist with issue resolution.

Note: Support is provided for currently supported product versions in accordance with IR's product lifecycle policy, which can be found here: https://help.ir.com/server/130/release-notes/product-support-end-of-life-policy/release-dates

3.6. Excluded From Standard Support

The following activities fall outside the scope of standard support:

- **Product Development and Enhancements:** Requests for new features, custom development, or roadmap changes.
- **Infrastructure and Third-Party Systems:** Support for underlying hardware, networks, cloud platforms, or external integrations.
- **Data Recovery:** Assistance with recovering lost, deleted, or corrupted data.
- **User Access Management:** Activities beyond managing standard permission settings, including identity management integrations.
- **Security and Compliance:** Security investigations, compliance reporting, penetration testing, or regulatory audit support.
- **Upgrades and Customisation:** Support for software upgrades, migrations, patching, or any form of customisation.
- **Advanced Root Cause Analysis:** In-depth root cause analysis beyond the scope of resolving the immediate issue.

  ***Advanced Root Cause Analysis**: In-depth analysis to uncover root causes rather than immediate symptoms. This complex, time-intensive process requires deep system knowledge and cross-functional expertise and is typically handled through consulting engagements.

- **Training Services:** User or administrator training and enablement (available separately through IR Professional Services).
- **Performance Tuning:** Optimisation, performance tuning, or scaling recommendations.
- **Custom Scripts and APIs:** Troubleshooting or supporting custom scripts, APIs, or third-party plug-ins.
- **Advanced Monitoring Configurations:** Configuration of complex alert logic, custom dashboards, or advanced monitoring rules.

Such activities are to be addressed separately by IR Professional Services, Development or other specialised teams.

3.7. Client Awareness & Alternative Support Options

Clients will be informed if a submitted case falls outside the scope of standard support. In such cases, the IR Support team will provide guidance on alternative options, such as engaging Professional Services or relevant internal teams.

4. Severity Levels, Response Times & Escalation Procedures

4.1. Severity levels are defined as follows:

- **Severity 1 (P1)** – Critical production issue affecting all users, no workaround.
- **Severity 2 (P2)** – Major functionality impacted or significant degradation, workaround possible.
- **Severity 3 (P3)** – Partial loss of functionality, low business impact.
- **Severity 4 (P4)** – General questions, cosmetic issues, or enhancement requests.

Severity Level	Description	Initial Response Goals*	Resolution Goals	Escalation Procedure
1 – Critical	Prognosis is completely inoperative or is causing business-critical applications to be down.	Response within 1 hour of notification.	IR will work continuously to provide a workaround or fix within 1 business day. Fixes may be included in a future release at IR's discretion.	Immediate escalation to the local Support Manager and Account Manager. If unresolved after 12 hours, escalated to the Global Support Manager, who will involve the Development Manager if the 1-day goal is at risk. Clients may escalate at any time.
2 – High	Business-critical Prognosis metrics are unavailable or incorrect, impacting key operations.	Response within 4 business hours.	IR will aim to deliver a workaround or fix within 3 business days, subject to timely Client response. Fixes may be included in the next release at IR's discretion.	Escalated to the local Support Manager if the 3-day resolution goal is at risk. Clients may escalate at any time.
3 – Medium	A Prognosis component is partially impaired, causing minor business disruption (e.g., monitoring metric unavailable).	Response within 1 business day.	IR targets a workaround or fix within 15 business days, subject to timely Client response.	Escalated to the local Support Manager if the 15 business day resolution goal is missed. Clients may escalate at any time.
4 – Low	Minor issue with no business impact (e.g., a metric used for capacity planning is unavailable).	Acknowledgement within 2 business days.	No specific resolution target. The issue may be addressed in a future release or patch as appropriate.	Clients may escalate to the local Support Manager at any time.

* Initial Response Goals: The applicable response time shall commence upon IR's receipt of notice of the issue. IR will provide confirmation of receipt, either via email or telephone, within the response time specified herein.
* Resolution Goals: IR's effort to identify the root cause and deliver a workaround or fix. If a Client fails to respond after three consecutive contact attempts, the case may be closed and must be resubmitted as a new request.
*A "workaround" is a temporary solution that mitigates the impact of the issue.
*A "fix" is a permanent resolution that resolves the root cause.

Calendar Hours vs. Business Hours in Severity Levels and Response, and Resolution Timeframes

This policy outlines target goals and does not imply financial penalties unless specified in a formal service agreement.

If you need to escalate a support case, please send an email to support@ir.com and ensure the subject line is clearly marked with "Escalation". This will ensure the email is flagged for the local Support Manager and prioritised appropriately.

Business hours are defined as 9:00 AM to 5.00 PM Monday to Friday, in the Client's local region, unless otherwise agreed.

Severity Levels and associated response and resolution targets are measured using either calendar hours or business hours:

- **Priority 1 (P1) Cases**:
  Measured in calendar hours, requiring 24/7 continuous support coverage.
- **Priority 2 (P2) Cases**:
  Measured in business hours, with response and resolution times counted only during defined support hours.

All calculations are based on Coordinated Universal Time (UTC) unless an alternative time zone is explicitly agreed upon.

Response and Resolution Compliance and Client Collaboration

Achievement of the stated Response and Resolution goals is contingent upon timely cooperation and collaboration from the Client. If additional information or action is needed from the Client, the case may be paused until the requested input is received.

4.2 Client Response Time and Impact on Resolution

- The response and resolution timelines are paused when a response or action is pending from the Client (e.g., logs, approvals, additional details).
- The timeline resumes once the requested input is received and acknowledged by the IR Support team.
- Clients are expected to respond within the defined timeframes contained herein.
- Delays in Client response directly affect resolution timelines and may impact the timely handling of the case.
- Pauses/resume events are inferred from the timestamp of case communications.

4.3 Global Support Offices

IR Support provides global support coverage through its regional offices. All Severity 2–4 cases are handled during the local business hours of the applicable support office.

Severity 1 (Critical) cases are supported 24/7, regardless of location.

IR will communicate with the Client via email. It is the Client's responsibility to ensure that their contact details are up to date.

Global Support Offices & Contact Information

Region	Location	Business Hours (Local Time)	Telephone	Email
Asia Pacific *(Head Office)*	Sydney, Australia	9:00 AM – 5:30 PM AEST/AEDT (Mon–Fri)	Landline: +61 2 9921 1520 Mobile: +61 407 933 660	support@ir.com
Americas	Denver, USA	8:00 AM – 5:00 PM MST/MDT (Mon–Fri)	Landline: +1 866 379 3180 Mobile: +1 720 793 7573	support@ir.com
Europe	London, UK	8:00 AM – 5:00 PM GMT/BST (Mon–Fri)	Landline: +44 1895 817 819 Mobile: +44 7724 700 075	support@ir.com

Clients will be supported by the most relevant regional centre based on their location.

IR Support reserves the right to reassign tickets across regions to ensure the fastest resolution possible.

Additional Notes

- Resolution and response times for Severity 2–4 issues are measured only during the business hours listed above.
- All response and resolution targets are tracked using UTC for consistency across time zones.
- While notifications may be localised, all response and resolution timelines are always measured in UTC unless otherwise agreed in writing.

4.4 Target Responses and Resolution Times for Intermittent Issues

For intermittent issues, where the problem is not continuously present, response and resolution times are measured only during periods when the issue is actively occurring. The affected time is determined based on documented occurrences, logs, and verification by the IR Support team.

- If the issue cannot be reproduced or diagnosed due to its intermittent nature, the case remains open for monitoring for a maximum of 30 calendar days.
- After this period, if the issue persists without resolution, it will be reviewed for escalation, or a closure recommendation will be made with justification.
- Clients will receive regular updates on the case status, reflecting any relevant changes in case activity.

4.5 Access to Knowledge Base and Downloads

All Clients who have purchased Maintenance under a Quote and Order can access product downloads, patches, IR's Help Center documentation, and search for solutions to known issues documented in the Knowledge Base by registering at https://help.ir.com.

4.6 Contacting an Authorised IR Reseller

- For Clients who have an agreement with an authorised reseller of IR products, all support enquiries should be directed to the reseller using the contact details they provide. While IR Support may assist in resolving issues, the reseller remains the primary point of contact and is responsible for delivering the final resolution to the Client.
- IR Support may engage directly with the Client during Severity Level P2 or P3 escalation phases to gather additional diagnostics, clarify reported issues, test potential workarounds, or validate proposed solutions. Throughout this process, IR Support will ensure the reseller remains informed of all relevant activities and developments.
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5 Policy Updates and Communication

5.1 Policy Review & Update Process

- Policy updates will be assessed based on Client feedback, support team insights, and business strategy changes.
- The IR Support leadership team is responsible for initiating and approving updates.

5.2 Handling Client Expectations & Disputes

- If a misalignment arises between Client expectations and policy provisions, IR Support teams will work with account managers to ensure a clear understanding of policy rationale.
- In cases of dispute, escalation processes will be available for Clients who seek clarification or adjustments.
- Client feedback will be regularly reviewed to identify patterns of dissatisfaction, which may inform future policy updates.