NASTEL TECHNOLOGIES, LLC Support Policy for the meshIQ Platform

The meshIQ Customer Support team is available 24/7/365. Our engineers and technicians are readily available to assist you whenever and wherever needed. We ask that you review this document and follow the policies described to help the support team assist all of our clients as efficiently and effectively as possible.

There are several support methods available to our customers:

- Product Documentation and help files. Documentation is supplied with every meshIQ product. In addition there are help files embedded in or linked to the products. The complete technical library is available in the Resource Center.
- The meshIQ Resource Center: http://customers.meshiq.com. The Resource Center has frequently asked questions (FAQ) and downloadable versions of all documentation. Much of the information on the Resource Center is public, although there are sections (such as software downloads) that require registration to be accessed. The Resource Center is available 24/7.
- The meshIQ Support Site: http://support.meshiq.com. The support site is also available 24/7 and contains a historical record of issues and resolutions. You may also initiate a new issue through this site. New issues are logged and assigned for immediate review by the meshIQ Customer Support staff. You will be assigned an issue number that will serve as a reference number for the issue.
- Email Support: support@meshiq.com. You may submit an issue via email at any time. In most cases, a support representative will open an issue to track it. The issue will then be available on the support site. Ensure that you furnish complete contact information. Email support is available 24/7; emails will be responded to in accordance with the support criteria outlined in the tables below.
- Telephone Support: (1-800-580-2344). Support via telephone is the most direct and immediate method. However, it should be reserved for critical issues, not routine or informational needs. Telephone support is offered in the order your call is received.

Customer Support Guidelines

If the issue you are experiencing is not outlined in the documentation or on the support site, please use the following tips to make your support experience as quick and as effective as possible. Consider or collect the following information prior to contacting meshIQ Customer Support:

Define the problem

1. Be able to articulate the symptom(s) of the problem.
2. Provide any error messages or error output associated with the issue.
3. Provide as many details related to the issue as possible.

Gather relevant information

1. Determine meshIQ software products and versions. Also include any relevant plug-in information.
2. Determine the 3rd party software version (for example, IBM MQ 9.3) and CSD level.
3. Determine the Operating System platform and version (for example, Windows Server 2022, Red Hat Linux V9).
4. Determine whether this problem has occurred before or if this is an isolated incident.
5. Determine what occurred before the problem was detected.
6. Determine whether any changes have been made to the system recently.

Please read the following Telephone and Email guidelines before contacting Customer Support by one of these methods.

Telephone

- Write down the exact text of any error messages you received.
  Note the details of the problem, including the steps you took before the issue occurred and how often the issue happens.
- Indicate the product name and version number, along with any update or service pack numbers for the product you are calling about. Most product titles and versions are shown in README.txt and in the software. (On menu-based products, go to Help > About or ▤ > About to view the exact version information; in Navigator, click the Information icon ⓘ.)
- Be prepared to copy files, screen shots, and any other information that meshIQ's support team may request. This also further enables our support professionals to propose solutions as we identify the issues.
- Explain your issue as clearly as possible. This will help the engineer determine the problem and provide a timely solution.
- Be prepared to troubleshoot the problem or to be directed to a support document. The engineer may ask you to perform some tasks to get a better picture of what's happening or to take some steps toward fixing the problem.
- Be willing to work with the engineer. It's important that you participate proactively to resolve your issues.
- If you do not fully understand the answers and explanations the support engineer gives you, make sure you ask for clarification. We are here to help. It is important to us that your issue be answered completely and as quickly as possible.

Email

- Identify the product and version you are having issues with. If you select the wrong product, it can significantly increase the amount of time for a resolution.
- Include the exact text of any error messages you received. Attach screen shots to your email if necessary.
- Spam filters may block responses from our support engineers; be sure to monitor any spam filtering software in order to receive emails from "meshIQ Support."

Severity

Every issue that is reported to meshIQ Customer Support is assigned a "severity" and a "priority." The severity describes the impact of the issue, such as minor impact, major impact, crashes, and block. The priority is a ranking that represents the impact of the reported problem on your business needs. meshIQ Support will work on the issue until it is resolved, an acceptable workaround is found, or the issue is downgraded to a lower priority.

The following table shows the criteria for each priority level.

Severity Criteria

Mantis priority	Definition	Example
1 Immediate	Critical Situation/Production Down: A business-critical meshIQ software component in a production environment is inoperable.	Outage of the customer system upon which the meshIQ product is installed (High CPU). Workgroup server or AP-WMQ agent program failure that is preventing the customer from proceeding with the application.
2 Urgent or High	Severe impact: A meshIQ software component in a production environment is severely restricted in its use, causing significant business impact.	Execution of agent scripts on a specific server is not working. Data being reported doesn't work as a service after rebooting.
3 Normal	Moderate impact: A non-critical meshIQ software component feature is malfunctioning in a production environment, causing moderate business impact; or any significant meshIQ software component is malfunctioning in a test environment.	A majority of issues fall into this category. A utility program failing to start. Create a queue manager function does not work.
4 Low	Minimal impact: A non-critical meshIQ software component is malfunctioning, causing minimal business impact; or a	Documentation is incorrect. Misspelling on a menu or dialog.

Mantis priority	Definition	Example
	non-technical request is made.	
	Enhancement request: Customer identifies a need for, or suggests additional functionality of, a meshIQ product.	Customer has an enhancement request that will be implemented at our discretion.

Severity Response Times

meshIQ Support understands that you require a timely response to your requests for assistance. In the table below are meshIQ Support's objectives for callback response time based on the priority of the issue reported.

Mantis Priority*	Response†	Action	Resolution
1 (Immediate)	Within 1 Hours	Constant communication at an agreed-upon interval is maintained until the problem is resolved.	Within 24 Hours
2 (Urgent or High)	Within 2 Hours	The problem is treated as a high priority	Within 3 Business Days
3 (Normal)	Within 8 Hours	A diligent effort is made to resolve the problem	Within 15 Days
4 (Low)	Within 24 Hours	A response to the customer questions will be supplied. The documentation error will be resolved in the next product release.	Within 30 Business Days

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* Support will not usually change the Priority of your issues without validation. The priority stays as originally logged, unless the customer agrees or downgrades an issue. The priority may be changed when it meets the level based on the criteria defined above.

Issues are closed only after customer confirmation that a suitable resolution was reached. Issues can be closed if the customer fails to confirm or reply within a week of last contact or submission of the issue resolution.

† Initial response to your submission will be made through the same channel by which it was received. If your issue was sent via email, the first response is sent by email.

Support Issue Lifecycle

The following sections cover the lifecycle of an issue through the support system. In the lifecycle diagram below, items marked in orange indicate the issue is being managed by meshIQ Customer Support. Items marked in green indicate meshIQ is waiting for you to respond.
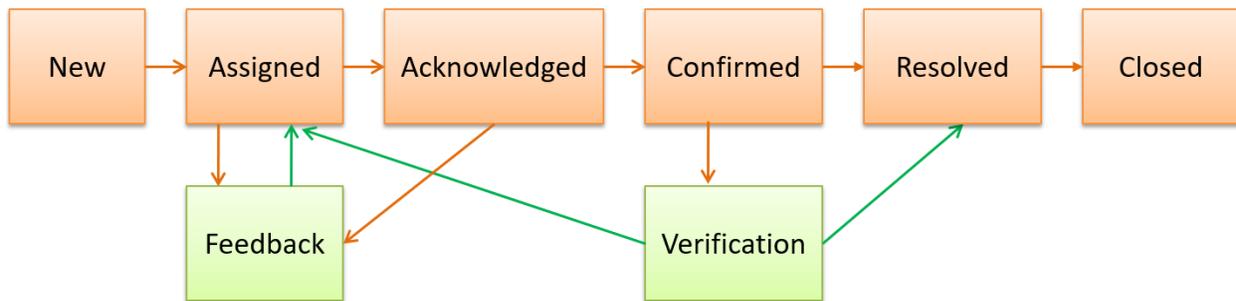
Issue Status handled by meshIQ Customer Support

- New - This status is defined when an issue is initially open. At this point, it has not yet been assigned for review.
- Assigned - This status indicates that a Customer Support representative has been assigned to work on the issue. At this point, additional information from the customer may be requested, such as specific conditions that were present. When this information is needed, the issue will have a status of Feedback. The information required will be identified in the issue notes.
- Acknowledged - The details about an issue that is occurring are understood, but the cause has not been identified: it could be a product issue or an environmental issue. At this point, additional information or actions from the customer may be requested, such as changing options or configurations. When this information is needed, the issue will have a status of Feedback. The information or changes required will be identified in the issue notes.
- Confirmed - A product defect has been identified. The fix is under development. Fixes will be delivered based on their severity and on product schedules. meshIQ may provide a circumvention, patch, or workaround while the permanent fix is being created. The issue will be linked with an internal issue number managed by the R&D team (internal issues are not visible to customers).
- Resolved - The problem is addressed. The fix has been verified by the customer and accepted.
- Closed - The issue is completed. No further action is required by meshIQ or the customer. If for any reason you need to reopen the issue, you can do so and provide feedback as to why it needs to be reopened.

Issue Status handled by you, the customer

- Feedback – Additional information is needed to continue. Such information could be responses to questions about the environment. Other examples might include traces or logs to help meshIQ analyze the cause of a problem. These might either be provided as files or streamed to the support portal.

- o Once the information has been provided, you can respond with a note and/or change the status to assigned.
- Verification – A solution, response, or permanent fix to a problem has been provided. The support representative is waiting for you, the customer to verify that the fix addresses the problem.
  - o If the verification confirms that the issue is addressed, you can respond with a note and/or change the status to resolved.
  - o If the verification fails, you can respond with a note and/or change the status to assigned.

An issue may not flow through all states. For example, if the issue is a question and the support representative can answer the question without any information, the issue may only flow through New, Assigned, Verification, Resolved, and Close.
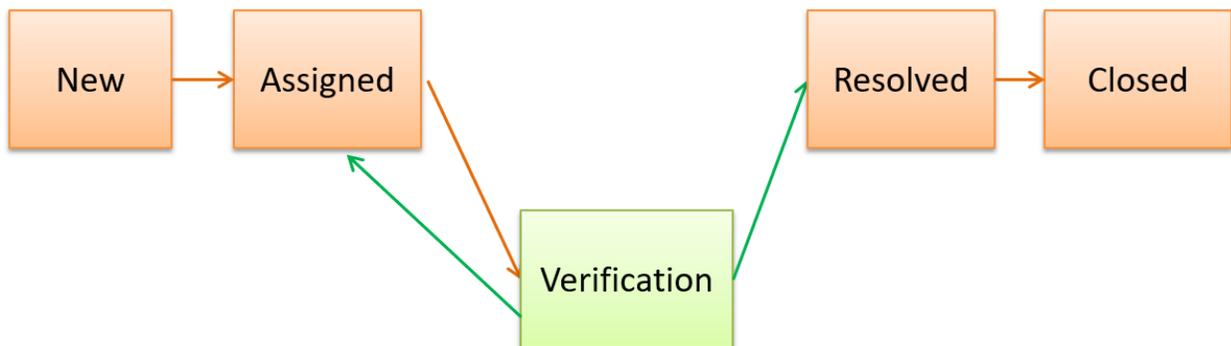
Inactivity

When an issue is waiting for a customer response and no response is received, a reminder will be sent after 2 weeks. If no response to that reminder is received, a final reminder will be sent one week later. If no response to the final reminder is received, the issue state will change to Closed. As noted above, the issue can be reopened if required.

Features

An issue may be assigned the severity of Feature. This indicates that the issue is an enhancement request to the existing product functionality. Enhancements are constantly reviewed and prioritized within the product plans. It is possible that an enhancement request may be rejected if it is not in line with the product direction or if it is only applicable to a specific customer (professional services is still an option in this case). In most cases, the enhancement will be accepted and remain in the Acknowledged state until it is ready to be incorporated into a release. At that time, any additional details required for implementation will be collected and the state changed to Confirmed.

meshIQ Support Portal

All meshIQ customers can take advantage of the meshIQ Support Portal.

When you use the meshIQ Support Portal, diagnostic information is streamed directly to the meshIQ Customer Support team. The support team can then use XRay's advanced analytics to quickly identify a problem. As a customer, you can also access all data uploaded to the portal, allowing you to interact with the support team and see the same information they are seeing.

Benefits of using the Support Portal are as follows:

- Quicker resolution of customer issues
- Easier process (compared to capturing the data, transferring it to an accessible location, uploading it to meshIQ, and waiting for meshIQ to reverse the process)
- Powerful XRay analytics applied to the data so meshIQ Support can identify problems you may not be seeing.

Support Portal features provide the support team with data to analyze issues, including the following:

- Events from AutoPilot Services
- Facts from AutoPilot Experts
- Nastel Resource Diagnosis (NRD) files
- MQ errors from the MQ logs.

Additional details on the support portal can be found in the meshIQ Support Portal User's Guide. You can also contact the support team for assistance with support portal setup.

The following sample shows log data as it is displayed in the support portal.