



Terms of Service for «Technical Support»



Terms of Service for "Technical Support"

The present Terms apply to the products of "InfoCode" (hereinafter referred to as the Vendor) and regulate the procedures, timelines, and other aspects related to the provision of the "Technical Support" service (hereinafter referred to as technical support, TS).

General Provisions

The "Technical Support" service is provided to users of licensed software in supported configurations, as specified in the product's technical documentation. The procedure and methods for requesting the "Technical Support" service are determined based on the terms of the product purchase or the availability of a technical support package purchased by the user.

Terms and Definitions

User – an organization that is the end user of the product.

Request – a self-registered inquiry on the self-service portal, containing a description of the issue.

Product – software or software-hardware product manufactured by the Vendor and legally acquired by the user.

Critical Priority – an incident that leads to a complete malfunction or significant degradation of the product's performance, causing the halt of key business processes in the User's company.

High Priority – an incident that significantly affects the product's functionality or limits its usage, leading to difficulties in the business processes of the User's company.

Medium Priority – an incident that impacts the performance and functionality of the product but does not cause serious disruptions to the business processes of the User's company. Workarounds may be available, allowing continued operation.

Low Priority - all other incidents.

Response Time – the time period from the user's request to the technical support's response to that request.

Product Error – behavior of the product that differs from what is described in the documentation under specific infrastructure conditions.

Supported Configuration – a configuration in which the software interacts in an established and verified manner with hardware platforms, operating systems, software applications, and third-party products; the configuration description is provided in the documentation.

Alternative Configuration – a configuration not described in the product documentation.

Update – any version of the software that modifies or replaces a previous version.

Current Product Version – the latest version of the product, including enhancements and additional functionality.

Vendor's Obligations

The Vendor commits to:

- Ensure the provision of the "Technical Support" service with appropriate quality in accordance with the established timelines and the purchased technical support package.
- In case of discovering a vulnerability in a certified product, provide a solution to address the identified vulnerability.
- Register each User request in its incident management system and return the registered incident number to the User via email for identification purposes.
- Provide information on the progress of resolving registered requests upon the User's request.
- If the cause of the request is determined to be a product error, provide the User with sufficient information to resolve the incident, specifically:
 - Information about an available version that resolves the issue;
 - Or information about an available product update that resolves the issue;
 - Or information about the planned release dates of a version or update that will address the issue;
 - Or information on how to work around the issue.
- Provide responses to User requests, specifically:
 - A ready-made solution or recommendations for solving the problem;
 - Product consultations;
 - Access to online resources containing information on known issues and recommendations for resolving common requests.

User's Obligations

User commits to:

- Install and operate the product in accordance with the product documentation.
- Configure event logging in the product settings to the necessary extent.
- Ensure uninterrupted power supply to the hardware on which the supported product is installed and operated.
- Submit technical support requests in accordance with the request submission guidelines by registering them independently through the self-service portal.
- When requesting technical support, provide:
 - The activation key for the "Technical Support" service;
 - The product activation key;
 - Information that fully and clearly describes the issue, following the request submission guidelines for technical support, which outline the general procedures for collecting, processing, and transmitting information.
- Fully follow all technical support recommendations and provide the requested information relevant to the request.

Limitations and Special Conditions

The range of services within technical support depends on the life cycle phase of the product version. For current product versions, full support is provided, including technical support, bug fixes, and updates; support for previous versions may be limited. Users of versions with discontinued or limited support are provided with known solutions or existing fixes and updates, as well as assistance in upgrading to the current versions. Technical support is provided for products used in a supported configuration. The supported configuration is described in the product documentation and is determined by versions of operating systems, databases, devices, device drivers, and compatible applications. Products used in alternative configurations are not supported.

Requests are accepted only from the User's official representatives, meaning that the User must independently register support requests on the self-service portal using an account assigned to the User.

Response time is determined by the purchased technical support package and the severity level of the issue assigned during request registration or in the course of working on the issue. The initially assigned severity level may be changed after work on the issue begins. The incident resolution time may be extended by the time it takes for the User to provide the necessary information requested regarding the issue.

If the User's request contains multiple issues, a separate incident is registered for each issue.

If Technical Support determines that the issue is related to a third-party product, the User should contact the technical support of the respective third-party vendor.

If the User does not respond to the proposed solution or request for additional information within three (3) business days, the request may be considered no longer relevant, and the Vendor may cease working on the incident. If the User subsequently provides information regarding the closed request, a new request will be registered and linked to the previously closed one to use the information provided earlier.

The "Technical Support" service is not provided if:

- The technical support period has expired (the activation key for the service has expired);
- The product is used in conjunction with unlicensed software;
- The terms of the license agreement have been violated.

Levels of Technical Support Description

1st Line	Registration and Initial Processing of User Requests
2nd Line	Analysis and Diagnostics, Provision of Solutions and Recommendations
3rd Line	Resolution of Complex Issues (Undocumented Features, Product Errors)

Request Submission Guidelines

The user independently registers a request through the technical support portal:
<https://infocode.support/>

The request must contain complete information regarding the issue as outlined below:

All fields in the table are mandatory and must be filled in!

Technical Support Service Activation Key	
Product Activation Key	
Organization Name	
Contact Information for the User Company's Representative* Contact Person Position Email Phone	
Product Name	
Product Version Number (including build)	
Full and Clear Description of the Problem: How does the problem manifest? Description and text of the error. What actions lead to the problem? What changes have been made to the infrastructure or software settings recently?	

* The provided data is necessary for communication purposes.