

Isode

Support & Maintenance Packages

Overview

Isode provides Support & Maintenance Packages to complement its product set. A sales representative will discuss requirements with customers as part of the initial purchase of Isode products.

A Support & Maintenance Package always relates to a single license. It is not per-product, per-project or per-customer.

It is important to note that Isode Support & Maintenance Packages are intended for use by technical personnel configuring, deploying or maintaining systems involving Isode software. In practical terms, this includes integration engineers, system administrators, solution architects etc.

Isode does not provide support for end-users of any system using or incorporating Isode products. Customers should ensure they have their own first- and second-line support in place with protocols to escalate third-line support to Isode.

If required, an Isode sales representative can help connect customers with third-parties who are able to provide those first- and second-line services, but customers will need to engage with them independently.

Key Features

A Support & Maintenance Package provides customers with the right to download all bug-fixes, patches and updates to the products it has licensed. This means that there is no additional fee when upgrading an instance of a product from one version or major release to another as long as that instance has an active Support & Maintenance Package.

It also allows customers' named representatives to access technical support via our Customer Services team. This service is offered at different tiers with different features as laid out below.

Support Service Levels

Support is offered at three standard tiers: Bronze, Silver and Gold.

Feature	Bronze	Silver	Gold
Incident Submission	Self-Service Portal Mobile App Email	Telephone Self-Service Portal Mobile App Email	Telephone Self-Service Portal Mobile App Email
General Assistance	Basic help with product and configuration	Basic help with product and configuration	As agreed with customer
Priority 1 response time	< 1 working day	< 4 working hours	< 4 working hours
Priority 2 response time	< 2 working days	< 1 working day	< 4 working hours
Priority 3/4 response time	< 3 working days	< 2 working days	< 1 working day
Priority Setting	Isode	Customer	Customer

These services are provided during UK office hours 09:00 – 17:00 UTC/UTC+1 Monday to Friday excluding [Public Holidays in England](#).

Custom support options are also available. This is the best solution when customers require:

- Support access outside of UK office hours
- Custom response or resolution times
- Additional high-priority status on requests

Please ask an Isode sales representative or use the [enquiry form](#) if you would like to discuss a custom Support & Maintenance Package.

Communicating with Isode Customer Services

An Incident Management System is used to record, to track and to deliver responses and resolutions to support incidents. All interactions with Isode Customer Services' support team are logged in the Incident Management System.

Customers with an active Support & Maintenance Package have access to a self-service portal through which named contacts can submit, update, track and review incidents. This can also be managed via email.

In addition to the portal and email, customers with Silver or Gold Support & Maintenance Packages can also use telephone or videoconference.

New customers will be invited to provide a list of contacts who will then be provided with user accounts for the customer portal. Please note that when buying through a reseller/distributor, it is often quickest to contact Isode directly to arrange this.

Customers may choose to receive news by email about product updates and product releases. This is managed by active opt-in. Please note that if a customer or named contact chooses not to sign up to Isode product updates they will still receive important information about their specific products as and when necessary.

Customer Responsibilities

Isode Support & Maintenance Packages are intended for use by technical personnel configuring, deploying or maintaining systems involving Isode software. In practical terms, this includes integration engineers, system administrators, solution architects etc. Customers are expected to provide suitably-skilled technical staff to interact with Isode Customer Services.

Customers using Isode Customer Services are expected to:

- 1) Perform initial diagnosis to identify the incident area.
- 2) Gather supporting data, trace information, or dump files.
- 3) Determine and report recent environment changes.
- 4) Provide a description of the incident, including impact.
- 5) Make reasonable attempts to analyse the problem using Isode documentation.

Supported and Unsupported Platforms

Each Isode product version has a list of supported platforms. Isode strongly recommends the use of supported platforms in all situations, however Isode products may usefully run on other platforms.

If a customer chooses to run Isode products on unsupported platforms, Isode will provide support under its Support & Maintenance Package only in the case of issues which can be demonstrated on a supported platform.

For the list of supported platforms please see the 'Supported Platforms' page on the Isode website [here](#).

Product End-of-Life

Isode product releases receive full support for a specified period. Please see [here](#) for the list of currently supported products and their end-of-life date.

Once this period has elapsed, Isode will provide a reduced level of support for that version of the product. This means that in most cases, no new updates of an older product will be released in order to fix defects, the expectation being that customers will upgrade to a current version.

However, if a customer has a critical requirement to extend Product Support beyond a specific product version's planned end-of-life, a custom Product Support Agreement can be negotiated.

Incident Priority

Support incidents are categorized into one of four priorities as follows:

Priority 1 (Critical) Total system outage or failure preventing processing the majority of traffic on a production system.

Priority 2 (Serious) Serious incident on production system, causing frequent failures and business impact.

Priority 3 (Moderate) Other incident on production, development or test system which has some service or business impact.

Priority 4 (Informational) Incident that does not have service or business impact.

Note that, with a Bronze Support & Maintenance Package, Isode sets the incident priority based on customer-provided information. For Silver and Gold support, the customer sets the incident priority.

Relief and Resolution

For each support incident, Isode aims to get to a relief state (return of the system to operation) as part of the initial response. Reasonable efforts will be made to achieve relief state and full resolution as quickly as possible. Full resolution may require product updates and in exceptional circumstances a new product version.

Defects and Enhancements

Defects are where a product malfunctions or does not correctly support a capability that is documented as a product feature. Isode addresses product defects by providing appropriate product updates.

Enhancements are defined as additions or changes to documented product functionality and are not covered under a Support & Maintenance Package. The Isode Customer Services (support) team provides a convenient interface for discussing an enhancement, but it will be managed independently and may require an additional commercial agreement. Isode reserves the right to reject requests for enhancements and the right to modify enhancement specifications.

In most situations, the distinction between a defect and an enhancement is clear to all parties. In any case where this is not clear, an Isode representative will discuss requirements with the customer. The ultimate decision on whether a requested change constitutes a defect or an enhancement rests with Isode.

Product Download and Activation

Delivery of all Isode software products is by download from the Isode Customer Portal.

Once a customer has downloaded the product(s), the named contacts will be required to request a Product Activation Key from Isode Customer Services. Please include either the Purchase Order reference or the Isode Invoice number with the request.

Please note the following:

- All Product Activation Keys are node-locked to a single server. The customer will be asked to provide a unique hardware identifier such as MAC address.
- Product activation for Production or Live licenses is perpetual with no time limit.
- Product activation for Evaluation licenses is strictly time-limited. The customer will be advised on the validity of the license (and Product Activation Key) when it is issued.
- Product activation for Lab or Reference licenses is valid only while an active Support & Maintenance Package is in place.

If a customer needs to migrate a purchased product instance between servers, Isode Customer Support will provide new Product Activation Keys as required, subject to an active Support & Maintenance Package being in place.

Product Assistance, Training and Consultation

A Support & Maintenance Package includes the provision of general assistance with Isode products and help with configuration. It does not include the provision of tailored configuration files, for example, or anything beyond general system architecture advice.

Should a customer wish to supplement a Support & Maintenance Package with Isode Training or Isode Consulting services. For more information on this please contact an Isode sales representative or email sales@isode.com.

Product Guides, Release Notes and API Documentation are available within the customer portal as well as [here](#) on the Isode website.

Renewal and Termination of a Support & Maintenance Package

A minimum 12-month Support & Maintenance Package is to be purchased with every new product license. Please note that Support & Maintenance Packages are per-license, not per-product, per-project or per-customer. For example, if a customer buys three licenses for M-Link MU Server, the customer will also need three Support & Maintenance Packages for M-Link MU Server.

The annual fee for Support & Maintenance Packages is based on a percentage of the current license price for each product. As such, the fee may vary over time as product prices change. The customer may lock in the current pricing for its Support & Maintenance Package by purchasing multiple years as part of its initial purchase. Isode do not guarantee prices for future orders or purchases.

Renewal of Support & Maintenance Packages is by manual quote-and-order – there is no automated repeat billing involved.

Should a customer wish to terminate its Support & Maintenance Package, it can decline to renew. There is no refund available on any Packages already purchased.

Please note that allowing a Support & Maintenance Package to lapse means that the customer will no longer have access to patches, bug-fixes or updates for its products. Because Isode product licenses are perpetual, this means that in practice the customer will continue to have access only to those releases published prior to the date its Support & Maintenance Packages lapse.

Please also note that if a customer allows its Support & Maintenance Package to lapse and subsequently wishes to reinstate it, the customer must repurchase the product from the then-current price list. This may be referred to as a “relicensing fee” or a “repurchasing fee”. The following discounts will be given, dependent on the time elapsed since the support lapsed: less than 1 year (65%); less than 2 years (50%); less than 3 years (30%); less than 4 years (10%).