Support Statement

Document SQ-LD-001

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1.0 - Introduction

Squire Technologies Ltd, Signalling Specialists to the Telecoms Industry, supply carrier-grade, cost-effective Signalling Equipment and Services.

As part of our commitment to our customers, we supply a range of Installation and Support Services ensuring our high-quality products are matched with high-quality installation and post-sales support services.

This document details the support options available from Squire Technologies Ltd.

For the support procedures to apply a customer must comply fully with the terms detailed in the SQ-LD-006 Warranty and Software Licence Agreement document.

2.0 - Support Options

Squire Technologies Ltd can provide the following support services:

Support Service	Details
Email Support (for Customers with LIVE Traffic)	You will receive a response within a guaranteed period as defined in your SLAs. If the problem raised requires a later or new software release the updated software will be emailed to you. The support team may need you to run tests, collect logs and email them to support or upload via our FTP, to diagnose the problem. Email : support@squire-technologies.com FTP : http://squire.prodigyitsolutions.com/ *Please Note: Emails sent outside of our Standard Operating hours (9am to 5:30pm Monday to Friday) are not monitored.*
Phone Support	Occasionally email support is not sufficient to resolve a problem. Squire Technologies Ltd offers phone support in UK office hours. *Please Note: Our Phone Lines are operational from 9am to 5:30pm UK Hours, Monday to Friday Only.*
Remote Online Assistance	Customers may purchase this option as part of an upgrade package. A Squire engineer will remotely connect to the SVI device and assist the customer in investigating any issues.
Emergency Out of Hours Support	Customers purchase Emergency OOH Support within our Platinum support package. This provides out-of-hours access to Squire Support, for resolution of Critical Service-Affecting Issues.The terms and procedures that apply are detailed in section 6. *Please Note: This is for Service Critical Issues for Customers running LIVE Traffic, outside of our normal Operational Hours 9am to 5:30pm Monday to Friday.*
Onsite Installation and Commissioning Support	For a standard daily rate Squire Technologies Ltd can supply experienced Installation Engineers to install and commission Squire Technologies Ltd equipment. All offsite expenses to be covered by the customer. The terms and procedures that apply are detailed in section 5.
Remote Installation and Commissioning Support	For a standard daily rate Squire Technologies Ltd can supply remote installation and commissioning support to aid the installation and commissioning of Squire Technologies Ltd equipment. The terms and procedures are detailed in section 5.

2.1 Support Package Start Date

For software-only products where the company has agreed to install the Product directly on Customer supplied equipment the Support Package commencement date is the day the software is transferred to the Customer supplied equipment.

Where hardware has been supplied by Squire Technologies the commencement date for all Support Packages is the date the purchased Product is shipped from the Company offices.

2.2 Support Packages

Features	Silver	Gold	Platinum	mPaaS
Initial Response Time	1 Working Day	4 Hours	1 Hour	N/A
Online Help Resource	✓	✓	✓	✓
Email Support - Tier 1*	✓	✓	✓	✓
Phone Support - Tier 1*	✓	✓	✓	✓
Extend Hardware Warranty option: 12 & 24 month subject to availability **	✓	✓	✓	✓
Access to Software Upgrades		✓	✓	✓
Multi-year contract duration option: 24 months and 36 months		✓	✓	✓
20% discount on Feature Requests		✓	✓	✓
Pre-arranged access to Product Engineer ***		✓	✓	✓
Emergency OOH Support ****			✓	✓
Access to Case Management Portal			✓	✓
Inclusive Managed Software Upgrades				✓
Scheduled Configuration Changes				✓
Regular Security/Health Check				✓
System KPI Monitoring				✓
Monthly Maintenance				✓
Customer Reports				✓
Cost (% of purchase price)	15%	20%	25%	POA
Minimum Cost	£1,500	£3,000	£6,000	POA

Customers must be under a live/valid Support Package to benefit from any or all the above.
* Support is available, Monday to Friday and excludes UK Public holidays: Phone support - Tier 1 (9:00am - 5:30pm) UK Hours, Email support - Tier 1 (9.00am - 5:30pm) UK Hours.
** Hardware Warranty Terms and Conditions Apply
*** A minimum of 48 hours' notice for pre-arranged access to an Engineer is required, and the time of this, will also need to be in line with your existing support arrangements.
**** For Critical Service Affecting Issues only

3.0 - Support Contacts

Depending on the Support Package purchased, you will have various means to obtain support from Squire Technologies Ltd, which are listed below.

Standard Support hours are Monday to Friday excluding UK Bank and Public holidays.

- **Phone Support – Front Desk (9.00am – 5.30pm)**
- **Email Support – Front Desk (9.00am – 5.30pm)**

Under normal operation, extension to these hours will only be offered by special prior arrangement. The Operational Support hours stated are UK times, GMT or BST depending upon time of year.

Customers with Emergency OOH Support will be provided with alternative contact details for out-of-hours 'Service-Affecting Issue' support.

3.1 Support Contact Details

PRIOR to LIVE Traffic

Installation Contact	Details
Installation Email	installation@squire-technologies.com *Please Note: Emails sent outside of our Standard Operating hours (9am to 5:30pm UK Hours, Monday to Friday) are not monitored.*
Install Engineer Project Manager	The Install Engineer and Project Manager emails will be present on relevant communications via the Installation record.
Telephone	+44 (0)1305 757314 *Please Note: Our Phone Lines are operational from 9am to 5:30pm UK Hours, Monday to Friday Only.*

LIVE Traffic

Support Contact	Details
Email	Support@squire-technologies.com *Please Note: Emails sent outside of our Standard Operating hours (9am to 5:30pm UK Hours, Monday to Friday) are not monitored.*
Telephone	+44 (0)1305 757314 *Please Note: Our Phone Lines are operational from 9am to 5:30pm UK Hours, Monday to Friday Only.*
Address	Squire Technologies Ltd Prospect House Wareham England BH20 4DY United Kingdom

4.0 - Standard Support Procedures

This Section details the standard procedures for all Support package types.

Note that Customers are required to provide the following information when contacting Support:

4.1 Emails to Support

In the Email subject line:

For a New Case	Current Case
a brief description of Issue, Query, Request *e.g. Issue with xxx*	must contain the Case reference generated This will look like: CASE00098765 [ref:!00D292L48.!500Qy019c6N:ref] / Issue with xxx

In the Email Body:

For a New Case	Current Case
• More detailed information regarding the issue. • Customer Account Name • Contract Number • Support Package ID • Point of Contact Details	must contain additional information as requested by Support or further information identified by the Customer in relation to the issue/behaviour/requirement etc.

4.2 Receiving New Support Requests

Upon receipt of emails into our Support Inbox our CRM will be updated and a Case created. If the contact email address is known to our CRM, then an automated email response will be provided which will indicate the Case Number generated and the issue description provided in the email, along with Operational Support Hours and other helpful information.

4.3 Receiving updates to current Support Requests

Upon receipt of an email with the case subject included in the email subject as described above the email will be automatically appended to the case record and procedures/workflows enabled to undertake specific actions to ensure effective case management.

5.0 – Support Issue Categorisation

5.1 Support Issue Category

When a fault report is received into Squire Support, using the information provided and good practise methods, the case will be identified as one of the following types:

5.2 Minor - Non-Service Affecting Fault

This is identified as a fault or additional requirement that is having no impact on service andis not affecting any critical platform functionality, such as GUI access. This is a fault that does not impede on the continued provision of normal service.

This includes faults due to non-compliance of third-party equipment; changes made to a unit'sconfiguration or changes in the network made without advance notice to supplier.

5.3 Major - Partial Service Affecting Fault

A service is unavailable or degraded, impacting a large volume of traffic, and must be restored as quickly as possible to minimize a direct financial, brand, or security impact on the business organisation.

Typically, this is a fault affecting an individual customer connection or single feature, or a faultaffecting platform redundancy and resiliency. These are faults that allow some continued provision of a reduced level of service.

5.4 Critical - Service Affecting Fault

Core business service is unavailable and must be restored immediately to minimize a direct financial, brand, or security impact on the business organization.

6.0 – Service Stages

6.1 Definitions of Service Stages and Information Required/Generated

This section details the various stages the fault will pass through as it is handled, as well as detailing the information that each of these stages requires and subsequently generates.

6.1.1 Stage 1

Recording of fault, establishing contact information, allocation of Case Number, instigation of remedial action via support desk and where applicable issue of an RMA (Return Material Authorisation).

In the case of an RMA, please refer to the Hardware Section 6 below.

6.1.2 Stage 2

Diagnosis of any reported fault, the following information may be requested/provided directly or through the SquireTechnologies Ltd Front Desk to enable investigation of the fault.

- Clear description of fault or additional information required.
- Enabling of specific debug/Rolling Pcaps to capture specific issue information.
- Share associated log files and traces, configuration files and any test data.
- If remote access support has been purchased, connection information including machine network location, login, and password.
- Alternate configuration options may be provided to correct/overcome issues.
- Detailed analysis of issues, corrective actions and/or recommendations including guidance to customers to pursue resolution with 3rd parties where relevant.

6.1.3 Stage 3

Engineering investigation of reported fault through analysis of information provided by Stage 2. Construction of remedial action plan and regular customer updates on proposed fix.

Feedback/Communication

Regular case updates will be provided for all cases recorded. The timescales for updates will differ depending upon the Priority issued to the Case. A higher priority case will receive more frequent updates than a lower priority case.

More complex cases will potentially require more time to review and diagnose, along with internal discussion/analysis to identify the root cause or potential options to troubleshoot further. This can lead to some updates being less frequent, but every effort will be made to keep you updated as often as possible.

7.0 - Remote Installation and Commissioning Support

Squire Technologies Ltd provide Remote Installation and Commissioning Support allowing an experienced Signalling Installation Engineer to assist customer installation staff with detailed configuration and commissioning requirements & issues.

7.1 Remote Access to Squire Technologies Equipment

To provide support Squire Technologies Ltd require remote access to the unit. Squire Technologies' products allow customers to provide remote access using direct dial-in or via the Internet / VPN. This allows Installation & Support engineers hands-on access to all configuration and log files.

7.2 Prioritised Access

During the installation period this support agreement guarantees prioritised access to a Signalling Installation Engineer. A direct number and email address for an Installation Engineer are supplied providing continuity of support for the period of the Installation.

7.3 Hours and Charges

Squire Technologies Ltd require 2-3 weeks' notice prior to the start of the Remote Installation and Commissioning Support.

- ✓ Customers are charged a daily rate.
- ✓ The daily rate equates to a maximum of 7.5 hours of support time in a single 24-hour period – the 24-hour period starts when the customer makes the first support call.
- ✓ Normally the hours available for Remote Installation are 9.30 am-5.00 pm, UK Office hours, Monday to Friday.
    - With prior arrangement, the 7.5 hours can begin at a point in the given 24 hours to coincide with the customer's work times.
- ✓ The daily 7.5 hours cannot be transferred between days and are fixed to a single 24-hour period.

8.0 – SVI Configuration

Installation:

During Installation of a Squire Product or Products relevant configuration will be applied as per the requirements defined. These will be defined via the Squire Checklist document and/or via relevant technical discussions. This configuration is often undertaken by Squire Installation Engineers with Customers, to assist with their knowledge and understanding of the configuration in relation to the SVI product. Customers can also be provided relevant Training to undertake this independently of Squire.
Training is provided and supporting information shared to assist with ongoing requirements.

Support:

General day-to-day configuration requirements are defined within the User Guides.

These contain commonly used features, and a section for less commonly used features. This is to ensure that upon request of more information related to less common feature usage or even unique requirements, these can be fully understood by Squire Support and direct guidance shared to ensure that configuration is applied correctly using the relevant features.
Creating/Updating configuration is generally the responsibility of the customer; however, Squire Support can review configurations, advise and share guidance upon request to aide customer confidence.

It is also recommended that New/Updated configuration is applied within a Lab environment where available. Please discuss with your Account Manager if you do not have a Lab machine for such actions.

Change Requests:

In some cases where configuration guidance is provided Squire can provide professional services to help or complete the Configuration process. This depends upon the complexity of the requirement and effort required to complete this within designated timescales. This will be identified and communicated whenever the requirements stated fit the relevant categories for such.

9.0 – Corrective Actions

For customers where corrective specific actions are required to resolve an ongoing issue, this will take the following format:

Corrective Actions may be in the form of:

a) A New Release
b) Configuration Changes/Updates
c) A New Release with Configuration changes.
d) Data Management recommendations
e) VM/Hardware/OS related actions

These will be shared as follows:

i. Detailed corrective actions provided via email for the customer to undertake at a suitable time.
ii. Detailed corrective actions provided via email for Squire Support to undertake at an agreed Date/Time.

Support Actions:
Where the Support Package allows, Squire Support will undertake upon request relevant Upgrades or other relevant actions on behalf of the customer within or outside of Squire Operational Hours.
A Maintenance Window will be coordinated and relevant actions undertaken to facilitate the required actions.
Squire Support tasks will be outlined, along with UAT expectations for the customer to complete and confirmation provided that the stated actions have had the desired effect.

Roll Back:
In the unlikely event of a Roll back, the required actions are undertaken to restore previously working versions, configuration etc to pre–Maintenance Window settings. Subsequently further investigations will be undertaken into the issues reported during the maintenance window.

Non-Service affecting actions:
Non-Service affecting updates can be performed with customer permission. This applies to simple data management tasks, i.e. Removal or Archiving of data records, or GUI Upgrades. (For GUI Upgrades where there is no dependant process(es) required that may require a full-service restart.)

P1 Situations:
In the event of a P1 scenario where the system is Down – this is confirmed with no operating Traffic; subject to relevant access being available, corrective actions should be undertaken with immediate effect, ideally with the customer being directly aware of these.
Although in the best efforts to restore service as quickly as possible – this may not always be possible. However, where service is restored in such scenarios further information will be shared to highlight the reported issues and subsequent resolution actions. With any additional tasks that may be required also detailed for reference.

10.0 – System Maintenance

Customers are expected to manage their systems to prevent issues, outages etc.
Squire recommends the use of SNMP to capture traps of SVI specific data and for commonly used attributes such as monitoring HDD, RAM, CPU, Network activity or similar.

SNMP is often setup during Installation phase along with proactive system management procedures to help maintain a healthy system and provide alerts when specific scenarios reach trigger points.

Our Maintenance Guide found HERE can also provide additional maintenance options, i.e. Regular Backups, Archive/Delete of data records.

It is also recommended that systems have a regular restart, a minimum of a Yearly restart to ensure all libraries etc are loaded from a fresh state, cache is freed, and any other issues prevented.

It is recommended to

- Backup machines regularly, i.e. weekly
- Perform a regular review of Replication Services (See Guide above)
- Have Rolling Pcaps enabled. (See User Guide HERE, section 2.4.2)
- Maintain a healthy HDD utilisation.
- Debug is only enabled when explicitly required by Squire Support. (Post Install your debug levels will normally be set to the minimum level.)

Managing your systems proactively as per suggestions above will help maintain your service at a high level and prevent potential service outages or failures from occurring.

Operating System updates, i.e. Security patches or similar are the responsibility of the customer. Customers should undertake on a Lab machine if available to determine whether there are any issues on the SVI.

Hardware/Virtual Machine/Cloud maintenance is also the responsibility of the customer and in this and Operating System related updates, the customer should take any/every precaution to protect services, e.g. take SVI Backups, VM Snapshots…

11.0 – Hardware Warranty

Hardware purchased via Squire Technologies will have standard 1-year minimum warranty, along with any other extended warranty purchased.

It is standard procedure for Hardware purchased by Squire on behalf of customers, to transfer ownership to the Customer once the Installation period has been completed.

The Warranty is transferred so that:

- Warranty requirements are handled between the customer and the hardware vendor directly.
- Time Zone delays between the customer and hardware vendor are not impacted further by Squire interactions.
- Hardware warranty claims are conducted quicker.

If confirmed hardware ownership is still with Squire Technologies and within Warranty period, and issue is confirmed but cannot be resolved remotely by Squire and/or the Customer, the relevant equipment may need to be returned to Squire Technologies Ltd.

*** Before shipment a Return Material Authorisation (RMA) number must be obtained from Squire Technologies Ltd. ***

Squire Technologies Ltd reserve the right to refuse shipments not accompanied by RMA numbers. Refused shipments will be returned to the customer by collect freight.

NOTE:
Warranty transfer ownership has only been standard practise since 2022, any Hardware procured via Squire Technologies prior to this may not have had the ownership transferred and thus you should contact support to clarify this if unknown and/or to progress a warranty claim should the item(s) still be within warranty period and still with Squire ownership.
It would also be prudent at this point to undertake the Transfer of Ownership procedure to ensure you gain from the above stated benefits.

12.0 – Recertification into Support

For customers wishing to renew an existing support package that has expired, a standard recertification fee of 10% of the Support Renewal Value with a minimum charge of £1,200 will be applied in addition to the renewal fee.

Dedicated resources and engineering time may also be required to re-instate services, please engage with your account manager for further details.

Recertification into Support will require the following:

- VPN Access or similar.
- Resources Audit (Hardware, Virtual or Cloud)
- SVI Software Audit
- Standard review of current system operations.

Completion of this will be prior to any confirmed Support Renewal being approved/accepted.

Please also note that systems with EOL Operating Systems, and/or incompatible Hardware with current versions of the SVI may require further consideration before proceeding.
Your Account Manager will be advised of any such scenarios and can discuss the relevant options with you should this be required.

NOTE:
This specifically applies to Support Packages that have been expired for months or years and may not for support packages where the support renewal has been delayed or similar, although this will be a decision made by your Account Manager at the time.

13.0 – Emergency OOH Support

Emergency OOH Support is included in the Platinum Support Package offered by Squire Technologies Ltd.This section explains the Emergency OOH Support option and what it covers.

The OOH enhanced support service provides the customer with 24 hours a day, 365 days a year support service.
This service exists to support the customer outside of normal support hours as noted in Section 3.

This service is for Critical, Service Affecting Faults Only, with the objective of assisting the customer in getting the unit returned to service.

The support engineer will be able to assist the customer with the following items:

- Discuss with customer options on overcoming the fault.
- Reconfiguration of routing to overcome routing failures if alternate routes are available.
- Remote login (if login details provided by customer) to the unit, to obtain debug information so the problem can be investigated.
- Direct customer to relevant information to support findings and pursue issue with non-SVI partners.

The following services are not provided by the enhanced service as standard:

- Re-configuration of physical interfaces.
- Re-configuration for new services, or foreseeable changes.
- Engineering development.
- In house system proving.
- Re-Installation
- Root Cause Analysis (during an Emergency OOH situation a detailed RCA may not be possible due to numerous factors. Where necessary a detailed RCA can be provided, normally during Operational Hours once the primary focus of restoring services is completed.)

The Emergency OOH Support service should not be used for the following:

× Case Follow-Ups – to determine the current progress of a previously raised case.
× GUI Issues – access to the GUI is not a Service Critical event.
× Configuration/Feature Requests
× General Help requirements

If this service is used incorrectly the customer will be reminded of the above service functions directly.

13.1 Contacts

Once purchased the customer can contact the Emergency OOH Support service outside the normal support hours by phone only. This telephone number will be supplied to the customer once the Emergency OOH Support service has been purchased.

The Emergency OOH Support service does not guarantee that the Squire Technologies Ltd 24-hour support personnel will be able to remotely access the system; however, the support engineer will take best effort to try to get a remote connection if required.

The 24-hour support number should only be used outside of normal support hours. (9am to 5:30pm Monday to Friday)

During normal UK office hours, Section 3 contains further information.

Please note that it is essential to permit sufficient time for your call to be answered. However, if your call is not answered, please leave a Voicemail.

Your message should contain:

- ✓ ***Who Called***
- ✓ ***Customer Name***
- ✓ ***Affected Product***
- ✓ ***Issue Description***
- ✓ ***Severity of Issue***

This is so the On Call Engineer can return your call and be suitably prepared.

13.2 Response Targets

Calls received on the Out of Hours phone will have a human response within 60 minutes of the initial fault being reported. It is also recommended to email the support email address with the fault description and any supporting information, files/logs etc. This will generate a case reference, and feedback etc can be coordinated further via this thread.

A confirmed Critical Service affecting event will be managed through to service restoration, unless the issue relates to a fault not specific to the Squire system, I.e. Internal Networking, Far End, hardware.

Any faults which require engineering work will be prioritised to be dealt with the next working day. (Engineering work refers to Code Updates/Enhancements which are not considered on-call actions.)

13.3 - Pre-Requisites of Emergency OOH Support

For a system to be supported under Emergency OOH Support, the following conditions must be met:

13.3.1 Installation

The installation must be performed by an authorised agent of Squire Technologies Ltd. If this is not possible or deemed unnecessary then Squire Technologies Ltd, at their discretion only, will decide if the installed site meets the requirements to activate the Emergency OOH Support service.

The system must have been through a Squire Technologies Ltd provisioning process. Any subsequent hardware and/or Operating System related reconfiguration of the system must be approved by Squire Technologies Ltd for Emergency OOH Support to continue.

13.3.2 Training

The customer's designated first line support staff must be trained in the management, operation, and configuration of the unit. Training can be purchased through the customer's account manager.

13.3.3 Remote Access

To provide support Squire Technologies Ltd require remote access to the unit. Squire Technologies' products allow customers to provide remote access using direct dial-in or via the Internet / VPN. This allows Installation & Support engineers hands-on access to all configuration and log files.

13.4 Spares

Squire Technologies Ltd recommend that the customer holds a minimum spares pack in case of hardware failure. Please contact your account manager for pricing information.

13.5 Non-Squire Equipment Issues

If, through investigation, issues that were raised through the Emergency OOH Support service are identified to be with equipment other than Squire's equipment, Squire Technologies Ltd reserves the right to charge at standard support rates for this time.

13.6 Termination

Squire Technologies Ltd reserve the right to terminate the customer's Emergency OOH Support service if the customer misuses the service as described in this document.

13.7 Acceptance of Terms & Conditions (incl. Emergency OOH where purchased.)

To activate Support (incl. Emergency OOH Support service if purchased), the following section must be signed and returned to SquireTechnologies Ltd.

I hereby agree that I have read, understood, and agree to abide by the terms and conditions of the Support service (Incl. Emergency OOH Support where relevant.).

Printed Name	
Position/Role	
Company Name	
Signature	
Date	

Glossary of Terms

Term	Description
Case Management Portal	The Case Management portal provides a standard user interface for: viewing current and previous cases. Displaying associated content, users, roles, and subjects.
Case Number	Refers to a unique number assigned to a specific customer issue/requirement.
Emergency OOH Support	Refers to Support out of office hours for Service affecting issues.
EOL	End of Life
Feature Request	Refers to ideas, comments, messages, or specific customer inquiries asking for a particular function to be added to our product.
Front Desk	1st Stage of Case Management.
GUI	Graphical User Interface
Hardware	Servers or 3rd party equipment purchased by Squire on behalf of the customer
Maintenance Window	A pre-scheduled, timeframe designated for performing preventive maintenance, applying updates, or to perform specific actions/configuration.
Managed Software Upgrades	Refers to testing pre-release updates and upgrades, deploying them to a user's devices, and enforcing policies that mandate users keep their devices up to date.
Operational Support hours	Refers to the business hours of Squire Technologies.
Out of Office hours	Refers to the time outside of normal working hours. 17:30-09:00 Monday to Friday. 00:00-23:59 Saturday, Sunday, and Public Holidays
RMA	Return Merchandise Authorisation
Front Desk	Squire Technologies LTD or its staff
Product	Any software applications and products supplied by Squire Technologies LTD
RCA	Root Cause Analysis
Remote Access	Refers to the ability of users to access a device or a network from any location. With that access, users can undertake required roles/actions agreed with a customer.
RMA	Return Merchandise Authorisation
Squire	Squire Technologies LTD or its staff
Standard Operating hours	The span of hours in a day and the days of the week during which ordinary hours can be worked.
SVI	Any software applications and products supplied by Squire Technologies LTD

End of Document

‘Squire Technologies’ is a trading name of Squire Technologies Limited; a private limited company registered in England & Wales with company number 04353329. Registered office: First Floor, Prospect House | Wareham | England | BH20 4DY| UK | VAT Number GB794753966

For any questions, or to find out more about the information above please contact Squire Technologies on +44 (0)1305 757314