

squire technologies



Support Statement

Document STLD-0001



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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 STLD-0002 Warranty and Software Licence Agreement document.

This document can be found [HERE](#).

2.0 - Support Options

Squire Technologies Ltd can provide the following support services:

Support Service	Details
Email Support	<p>You will receive a response within a guaranteed period as defined in your SLAs. In the event that 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.</p> <p>Email: Support@squire-technologies.com FTP: http://squire-prodigyitsolutions.com/</p>
Phone Support	<p>Occasionally email support is not sufficient to resolve a problem. Squire Technologies Ltd offers phone support in UK office hours.</p>
Remote Online Assistance	<p>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.</p>
24x7 Enhanced Support	<p>Customers can purchase 24x7 Enhanced 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.</p>
Onsite Installation and Commissioning Support	<p>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 customer. The terms and procedures that apply are detailed in section 5.</p>
Remote Installation and Commissioning Support	<p>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.</p>

2.1 - Support Package Start Date

The commencement date for all Support Packages is the date the purchased Product is shipped from the Company offices.

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.

2.2 - Support Packages

Features	Silver	Gold	Platinum
Initial Response Time	1 Working Day	4 Hours	1 Hour
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		✓	✓
24/7 Support			✓
Inclusive Managed Software Upgrades			✓
Access to Case Management Portal			✓
Cost (% of purchase price)	15%	20%	25%
Minimum Cost	£1,500	£3,000	£6,000

Customers must be under a live/valid Support Package to benefit from any or all of the above.

* Support is available UK office hours, Monday to Friday and excludes UK Public holidays: Phone support - Tier 1 (9:00am - 5:30pm) GMT, Email support - Tier 1 (9.00am - 5:30pm) GMT

** Hardware Warranty Terms and Conditions Apply

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 24/7 Support will be provided with alternative contact details for out-of-hours 'Service-Affecting Issue' support.

3.1 - Support Contact Details

Support Contact	Details
Email	Support@squire-technologies.com
Telephone	+44 (0)1305 757315
Address	Squire Technologies Ltd 64A High West Street Dorchester Dorset DT1 1XA 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:

In the subject line:

For a New Case – a brief description of Issue/Query/Request

e.g. Issue with xxx

Existing Cases – should contain the Case reference generated

e.g. CASE00012345 (ref:_00D90u48._5001r2523dr8:ref) / Issue with xxx

- **Customer Account Name**
 - **Contract Number**
 - **Support Package ID**
 - **Point of Contact Details**
-

4.1 - Support Package Start Date

When a fault report is received into Squire Support, it will be identified as one of the following types:

4.1.1 - Minor - Non Service Affecting Fault

This is identified as a fault or additional requirement that is having no impact on service, and is not affecting any critical platform functionality. 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's configuration or changes in the network made without advance notice to supplier.

4.1.2 - Major - Partial Service Affecting Fault

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

4.1.3 - Critical - Service Affecting Fault

This is a fault affecting multiple customer connections, or multiple features, or affecting critical platform functionality such as billing, alarm collection, surveillance, etc. This is defined as a Service Affecting fault that does not enable the unit to pass business critical traffic/calls due to an internal software or hardware failure of the unit.

4.2 - 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.

4.2.1 - 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 note:

If equipment is to be returned to Squire Technologies Ltd, then 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.

The anticipated turn-round time for repair or replacement is four weeks.

4.2.2 - Stage 2

Diagnosis of any reported fault, the following information will be requested through the Squire Technologies Ltd Front Desk to enable investigation of the fault.

- Clear description of fault
 - 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
-

4.2.3 - 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.

4.2.4 - Stage 4

Regular case updates will be provided for 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.

5.0 - 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.

5.1 - 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.

5.2 - 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 support.

5.3 - 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. 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.

5.4 - 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.

6.0 - 24/7 Enhanced Support

24/7 Support is included in the Platinum Support Package offered by Squire Technologies Ltd. This section explains the 24/7 Support option and what it covers.

The 24/7 enhanced support service provides the customer with a 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. The service is for Critical, Service Affecting Faults, only, with the goal 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:

- Replacing faulty hardware from customers spares kit.
- 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.

The following services are not provided by the 24/7 enhanced service as standard:

- Re-configuration of physical interfaces.
- Re-configuration for new services, or foreseeable changes.
- Engineering development.
- In house system proving.

6.1 - Contacts

Once purchased the customer can contact the 24/7 enhanced service outside the normal support hours by phone only. This telephone number will be supplied to the client once the 24/7 enhanced support service has been purchased.

The 24/7 enhanced 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 phone should only be used outside of normal support hours. During normal UK office hours, the contacts in section 3 should be used.

6.2 - Response Targets

Calls received on the phone will have a human response within 60 minutes of the initial fault being reported.

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.)

6.3 - Pre-Requisites of 24/7 Enhanced Support

In order for a system to be supported under 24/7 Support, the following conditions must be met:

6.3.1 - 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 24/7 enhanced 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 24/7 Support to continue.

6.3.2 - 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.

6.3.3 Remote Access

The customer must supply remote IP access to the unit allowing SSH and HTTP sessions to be initiated on the equipment.

6.4 - 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.

6.5 - Non-Squire Equipment Issues

If, through investigation, issues that were raised through the 24/7 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.

6.6 - Termination

Squire Technologies Ltd reserve the right to terminate the customer's 24/7 enhanced support service if the customer misuses the service as described in this document.

6.7 - Acceptance of 24/7 Terms and Conditions

In order to activate the 24/7 service, the following section must be signed and returned to Squire Technologies Ltd.

I hereby agree that I have read, understood and agree to abide by the terms and conditions of the 24/7 service.

Printed Name.....
Company.....
Signature.....
Date.....



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