

VANTIQ

Technical Support Policy

VANTIQ Technical Support

VANTIQ technical support is provided via email at support@vantiq.com as part of your paid subscription service. Support is not available as a separate offering. Support requests must be submitted by your designated technical contacts (DTCs). These contacts should be familiar with VANTIQ and your applications.

End User Support

You are responsible for supporting your own end users and the application code developed on the VANTIQ platform. This includes managing any performance, functionality, or operational questions related to your application. If you cannot diagnose an issue and determine that it is related to the VANTIQ platform, your DTCs may open a support case with VANTIQ.

Developer Support

DTCs may open support requests for issues related to VANTIQ application development and maintenance. VANTIQ will diagnose issues with the VANTIQ platform to ensure it performs as described in our official documentation.

Customer Responsibilities

To help VANTIQ support resolve your requests effectively, please provide:

- Your name, company name, and email address
- The severity level of the issue
- The deployment environment exhibiting the issue:
 - VANTIQ version
 - Public cloud, private cloud, or edge node
 - If a client application is involved (SDK, CLI, or mobile app) detail the interaction, including the version.
- The namespace or namespaces that are being affected by the issue
- Steps to reproduce the issue in the form of a test case
- Exports of affected components

Best Practice includes:

- Submit one issue per support request
- Keep VANTIQ support informed of major changes in your application code.
- Use the appropriate support request template from the VANTIQ Community Portal:
<https://community.vantiq.com/forums/topic/support-issue-submission-template/>

As support@vantiq.com does not have access to Edge or Customer Managed Private Cloud deployments, DTCs must be prepared to reproduce problems in their account's Organization on dev.vantiq.com.

Hours of Operation

Technical support is provided during business hours, weekdays from 8:00 AM to 6:00 PM, PST.

24 X 7 Production Support

An additional cost option is available to obtain technical support on a 24 X 7 basis for severity 1 issues with production applications running on production VANTIQ installations. 24 X 7 support is available only in English. Contact your VANTIQ representative for additional information.

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Response Time Objectives

The following table is intended to outline response time objectives that VANTIQ strives to achieve, measured from the time VANTIQ receives your DTC's initial request for support, to the time VANTIQ provides an initial communication back to you regarding your request.

| Severity | Severity Definition | Response Time Objectives |
|----------|---|--------------------------|
| 1 | Business-critical functionality is unavailable, or a critical API has failed resulting in a critical impact on business operations. Severity one issues are only applicable to a VANTIQ production environment. | Within 4 business hours |
| 2 | Significant business impact: a feature or function of the VANTIQ platform is severely restricted in its use or the client development efforts are severely impacted. | Within 4 business hours |
| 3 | Minor business impact: Indicates that some VANTIQ platform functions are degraded but are not having a critical impact on operations or development. | Within 1 business day |
| 4 | Minimal business impact: An inquiry or non-technical request. | Within 1 business day |

Response time objectives are VANTIQ's goals -- they do not represent a guarantee or warranty of performance.

Upgrades to Vantiq Services

VANTIQ provides regular upgrades to maintain security, performance, and deliver feature enhancements. You are responsible for ensuring your applications remain compatible with new releases.

New Releases

- Delivered approximately three times a year.
- Advance notice is given to the DTCs of all customers using the VANTIQ services being upgraded:
 - Development services dev.vantiq.com 14-day notice
 - Production services api.vantiq.com 30-day notice
- If a release includes non-backward compatible changes, a compatibility mode will be available for one full release cycle. This mode is removed in the subsequent release.
- You are responsible for testing and migrating your applications during this period.

Maintenance Releases

- Do not introduce functional changes or backward incompatibilities.
- Include all applicable patches for the current production release.
- Deployed first to dev.vantiq.com and then to api.vantiq.com once validated.
- No advance notice is provided for maintenance releases.

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Emergency Patches

- Applied as needed to resolve critical problems.
- Deployed immediately without prior notice.

Applicability of Patches

Patches are applied only to the current production release (i.e., what is running on api.vantiq.com).

Scheduled Downtime

- Most upgrades are performed using rolling deployments with no downtime.
- If downtime is required for significant changes, a scheduled maintenance window will be communicated in the upgrade announcement.

Applying Upgrades to Edge Nodes and Private Clouds

DTCs managing Edge Nodes or Private Clouds have download access to the Vantiq service images. Support is restricted to the latest maintenance update of the current production release.

Supported Languages

VANTIQ support is offered only in English.

Policy Updates

VANTIQ reserves the right to update the VANTIQ Technical Support Policy including, but not limited to, response time objectives, process, and tools.

For the latest version, visit the VANTIQ Community Portal: <https://community.vantiq.com>.