

Virtualized Infrastructure Manager Support Guide

Support and Maintenance Terms

Aug 2024

1 Introduction to HCL Support

HCL's Support commitment to customers

HCL believes that having your trust in our ability to handle your business needs is a privilege and a responsibility. As your solutions provider, HCL strives to maintain this trust by providing quality support that enables you to concentrate on your core business issues.

HCL Tech Support has a global team of highly skilled professionals who are dedicated to helping you succeed with HCL products. The Support team's goal is to provide exceptional service and is eager to help you resolve your software problems.

Scope of Support

Definitions

"Ancillary Services" means any consulting, advanced or on-site support, or other professional services related to the implementation, configuration, or use of the Programs (not including Program Support) or related to custom changes in the Programs.

"New Version" means any modifications or additions to the Programs that add material new features, functionality that are not classified by HCL as Updates. New Versions may include new products, new modules, or a major release to an existing product.

"Program(s)" means the object code of the software and all accompanying documentation delivered to the customer, including all items delivered by HCL to Customer under support, but excluding commercial Third Party Software except as expressly provided herein.

"Reseller" means any entity that is properly authorized to resell the Support Services.

"Services" means Ancillary Services and Support Services.

"Service Description" means the description of the features and functionality of the Support services.

"Support" means the Support Services available for the program as specified in the Agreement and/or an Order.

"Support Services" means the provision and maintenance and support of HCL applications of the program configured and operated for use by customer, including availability of documentation, updates and (wherever applicable) new versions of the program and as described within this document.

"Third Party Software" means third party software, libraries and components incorporated in or included with a Program.

“**Updates**” means modifications, bug-fixes, corrections, or minor enhancements to the Programs to correct problems, errors or deficiencies, provide other incremental updates and corrections, or are identified by HCL as mandatory changes to the Programs.

Obtaining Technical Support

The support for the Programs is available through phone, web and email. Below are instructions for how to reach support, escalation, and what information to have ready when contacting HCL to ensure best time to resolution.

Support Methods

There are three ways to reach and get Support:

- E-mail: cs-vim@hcltech.com
- Online Support Portal: <https://support.hcl-vim.com>

- Phone Support:

Country	Toll free number
UK	808 169 4572
Brazil	0 800 0214145
Canada	1 855 973 0725
Portugal	800 780 758
India	000 8000402966

Country	Toll free number
Mexico	800 7590013
USA	1 844 471 7005
Germany	800 1830406
Netherlands	800 0232981

Tips for Opening a Support Request

The below tips help to maximize efficiency and contribute to timely resolution of a problem:

- Have Support Contract ready.** A valid Support Contract is required in connection with all methods of contact above which entitles the registered user to request support.
- Enter a complete problem description.** Provide a complete description of the problem. Include as much detail as possible to improve response times and efficiency. At minimum, please include:
 - Customer Name, email id and phone number.
 - Product
 - Software Running Version
 - Severity
 - Incident Category

- f. Outage
 - g. Incident Source - Environment where issue observed
 - h. Problem Component
 - i. Sub-Component (if applicable)
 - j. Case Title
 - k. Case Description
 - l. Production URL
 - m. Market (if applicable)
 - n. Cluster (if applicable)
 - o. OSS (if applicable)
 - p. The symptom of the issue being reported
 - q. When the problem began
 - r. What has already been attempted in order to resolve the issue
 - s. What changes were done before the issue observed for the first time
 - t. Make/model of the end device(s) involved (if applicable)
 - u. If there is a particular device MAC address or Subscriber ID that is central to the issue, then please provide.
 - v. After receiving all details, TAC Frontline Engineer will create ticket and share ticket number through customer registered email.
- c) **Regarding attachments:** Be selective. If there is an e-mail that succinctly covers the problem, paste that into the support request. Please provide only the necessary information to clearly show the problem/issue. For example, if just two sentences of a three-page e-mail exchange cover the necessary info, please add only those two, key sentences to the support request. Also include any useful screenshots, if available.
- d) **Specify Contact information:** If Customer Contact information differs from what HCL may have on file, please include details for reaching Contacts or other key Parties for questions and updates regarding this support request.
- e) **Remote Access:** HCL will need remote access enabled to assist with troubleshooting.

Obtaining Documentation

Program Documentation is available for immediate download at the following links:

<https://support.hcl-vim.com>

2 Service Descriptions - Support Terms

Levels of Support

Definitions	Description
Level 1 (L1)	Basic help desk support to resolve queries with support documents. Classify the problem and identify the application / team that the problem should be handed over to.
Level 2 (L2)	Support involves answering product queries, analysis of issues, resolving minor problems that don't require code changes, and suggesting procedural changes to resolve issues. If no solution is available, Level 2 personnel escalate to Level 3.
Level 3 (L3)	In depth analysis of the issue by experienced and knowledgeable engineers, based on initial analysis from Level 2. Deciding on the best course of action to resolve the issue. Developing, testing, and delivering code changes, patches, or workarounds to fix the issue.
Level 4 (L4)	Escalation beyond the Support organization, for example to the original developers in R&D or involving external third parties in the problem investigation and resolution.

If the Customer has purchased Support through an HCL Reseller except CISCO SYSTEMS, INC., L1 and L2 support for the solution involving Reseller and HCL product components is done by that Reseller. The Customer will have a contract with the Reseller for Support, and the Reseller will route or escalate the case to HCL, for HCL product components, on the Customer's behalf as required.

Support Details

HCL shall provide Support for the programs as defined here below:

- HCL Technical Assistance Center (TAC) access to assist by telephone, e-mail and web case submission for Programs use and troubleshooting issues.
- Manage problems according to the HCL Support Summary and Response Time guidelines.
- Access to the online Support Portal that provides Customer the ability to open a case (registered users only)

 Please note that access restrictions identified by HCL from time to time may apply.

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- Programs Updates:

- Work-around solutions or patches to reported Programs problems using commercially reasonable efforts shall be provided.

- Major, Minor and Maintenance Releases:

For Programs that runs on Customer's premises or in a Customer controlled environment, the Application Software releases and supporting Documentation are available on the online Support Portal.

Problem Resolution Process

The problem resolution process will vary according to the severity of the reported problem and the Parties shall work collaboratively to arrive at a problem resolution guideline to further clarify and facilitate the inter-company process for problem resolution as per the levels of support. Once a request is received and verified to be a problem with the Programs, HCL and Customer will perform the problem resolution activities as summarized in below figure to manage the problem to resolution, and HCL TAC will escalate problems that are not resolved, to program team according to the [HCL Escalation Guidelines](#). Customer shall cooperate with HCL in every reasonable way and shall not hinder HCL's ability to achieve problem resolutions within the designated timeframes.

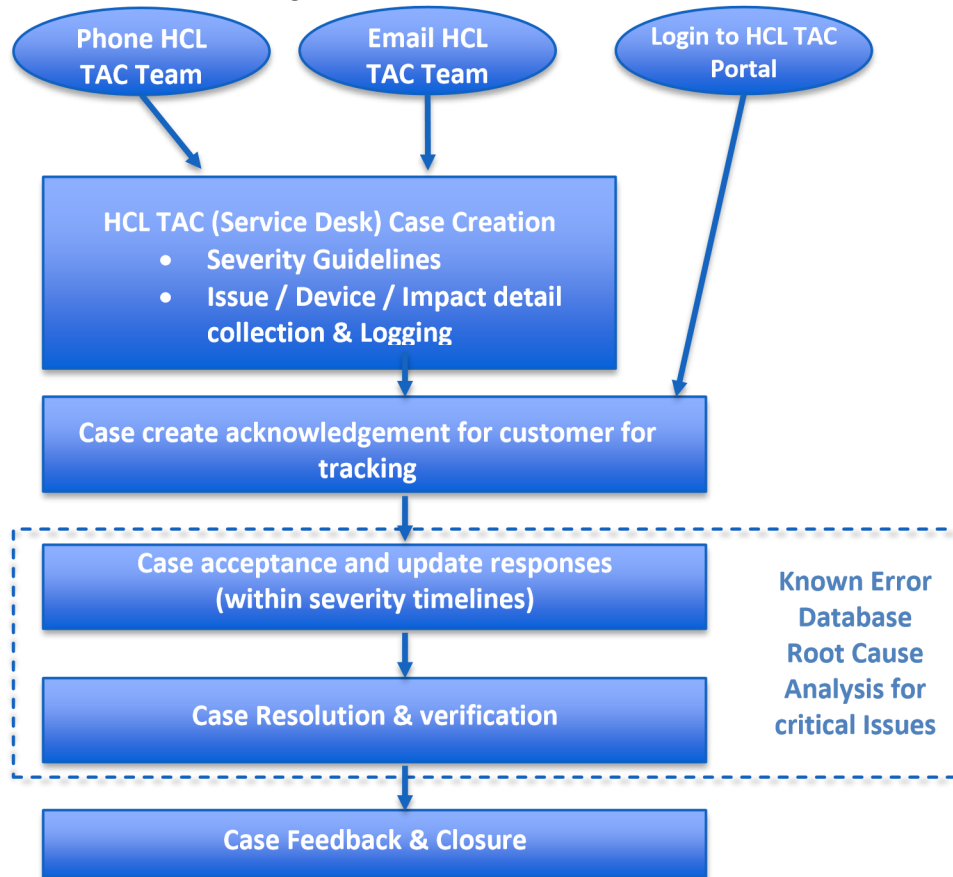


Figure 1: Problem Resolution Activities

Programs Support Severity Guidelines

Severity Levels:

The severity level of a Customer-reported problem may be set in good faith by the Customer at the time the problem is reported according to the following criteria, but is subject to change, if mutually agreed, based on the findings of Tech Support and the provision of any workaround reducing the severity level of a problem:

Severity Level	Impact	Description
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HCL VIM Support Guide

Severity 1 (S1)	Major or Critical Business Impact	<p>The Program is completely unavailable, or there is a critical problem or error (i.e., non-functional) in the primary functionality of the Program, or there is a critical impact on Customer's business operation due to the Program.</p> <p>HCL and customer both will commit full-time resources to resolve the situation.</p>
Severity 2 (S2)	Moderate Business Impact	<p>There is a serious error in the primary functionality of the Program, or the Program is degraded causing a significant impact to Customer's business operations.</p> <p>HCL and customer both will commit full-time resources during HCL standard business hours to resolve the situation.</p>
Severity 3 (S3)	Minor Business Impact	<p>There is a minor error or problem in a non-primary (e.g., reporting) component of the Program; most business operations remain functional.</p> <p>HCL and customer both will commit full-time resources during HCL standard business hours to restore service to satisfactory levels.</p>
Severity 4 (S4)	Question or Request	<p>Customer requires information or assistance on Program capabilities, installation instructions, or configuration. Minor intermittent functionality or performance issue. There is little or no impact to Customer's business operation.</p> <p>HCL and customer both will commit full-time resources during HCL standard business hours to provide information or assistance as requested.</p>

Programs Support Summary and Response Times

Response time is defined as the time from when a case has been submitted in the case management system by Customer to the time when an HCL support engineer has made contact regarding the issue reported in the case. The following table outlines the objectives that HCL strives to achieve to respond to submitted cases based on their case severity. In some cases, the assigned cases severity may be adjusted to align with the Programs Support Severity Guidelines.

	Service Level
Activity	Standard

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Access to Technical Support		24/7			
Severity Level		S1	S2	S3	S4
Technical Support	Response Time	1H	1H	NBD	NBD
	Target Restore Time	24H	48H	NT	NT
	Target Resolve Time	20D	40D	NT	NT
Software New Versions		Included			

BD = Business Day for HCL Support Center

NBD = Next Business Day for HCL Support Center

M = Minutes

H = Hours

D = Days

NT = No Target - reasonable effort to perform the corresponding activity. At HCL sole discretion

Target Restore Time = length of time from when HCL is contacted for a loss of service to the time when HCL provides a workaround suitable to return the system to operational status

Target Resolve Time = length of time from when HCL is first contacted to the time when HCL provides a solution to customer. This may occur simultaneously with Restore Time if restore time fix is permanent fix.

HCL Escalation Guidelines

Elapsed Response Time*	Severity 1	Severity 2	Severity 3	Severity 4
1 Hour	Frontline Lead – TAC Support			
4 Hours	Manager – Product Technical Support	Frontline Lead – TAC Support		
24 Hours	Head – HCLTech ERS Telecom Product DU (Delivery Unit)	Manager – Product Technical Support		
48 Hours	Head – HCLTech ERS Telecom VDU (Vertical Delivery Unit)	Head – HCLTech ERS Telecom		

HCL VIM Support Guide

		Product DU (Delivery Unit)		
72 Hours			Frontline Lead – TAC Support	
96 Hours		Head -- HCLTech ERS Telecom VDU (Vertical Delivery Unit)	Manager – Product Technical Support	Frontline Lead – TAC Support

* Severity 1 and 2 escalation times are measured in calendar hours – 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with Standard Business Hours.

3 Exclusions

Eligibility of Programs

Only unmodified Programs are eligible for Support (unless authorized in writing in advance by HCL) and Customer has complied with its obligations hereunder.

No Training

Except as otherwise set forth in an Order, Statement of Work or other agreement between the Parties, Support does not include training on the Programs, Third Party Software or Platforms.

Specific Exclusions

HCL will have no obligation to provide Support for any problem, failure or defect in the Programs caused by: (a) the misuse of or damage to the Program; (b) modifications to the Programs not made by or authorized in writing in advance by HCL; (c) combination or use of the Programs with other software or hardware not provided or approved in writing by HCL; (d) use of the Program in an operating environment other than that described in the Documentation; (e) on-site Platforms, facilities and systems which do not meet the standards set forth in any of the Documentation; (f) Customer's failure to implement all Updates which are provided or offered to Customer; or (g) interconnection of the Programs with other software or hardware products not supplied by HCL except as expressly prescribed in the Documentation. HCL reserves the right to charge for any work performed by HCL that was found to be caused by a breach of any of these exclusions. Charges will be made at HCL's then-current standard hourly rates.

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No Restoration

Support does not include any labor to restore any version of the Program other than versions which are under Support at the time of the Order, or efforts to restore data beyond the most recent backup.

