

Effective December 1, 2017

# Support Policy

## Services and Pricing

Inductive Automation is dedicated to providing our customers with high quality product support. In order to ensure that your experience with our support system is consistent and effective, we provide the following support policy. Inductive Automation reserves the right to alter this support policy at any time.

### Technical Support

At Inductive Automation, we strive for a very high standard of software quality. However, as with any software product, issues will invariably arise. Technical support covers a wide variety of topics dealing with our software and its interaction with other software. Some examples of topics covered by technical support are:

- Database server compatibility
- OPC Server compatibility
- Software defects
- Networking issues (as they pertain to our software)
- Performance problems not caused by poor project design
- Script troubleshooting

Ongoing technical support may be obtained by purchasing one of our two support contracts- Basic Care or Total Care. Below is an overview of what these contracts entail, as well as all other forms of support.

### Contracts and Pricing

Support contracts are calculated for a year and should be kept current by renewing annually. Your contract price is based off the cost of the software at the time of your original purchase. To maintain this price, no lapse between renewals may take place. If a lapse does occur, you will be charged a reinstatement fee (which is calculated at a daily rate), and your contract will be recalculated based off the current retail cost of the software. Additionally, if a lapse has occurred prior to a major update, you will be required to upgrade to the current version to reinstate your Total Care contract. Upgrades are priced at 65% of the current retail cost.

### Total Care

Get peace of mind for the entire year with free software upgrades, unlimited phone access to our technical support reps, and Total Care member discounts.



800.266.7798  
www.inductiveautomation.com

REV 12-20-2017



+ 24% Annually | Support contract price is based on the retail price of software at time of purchase. Discounts are available for multi-year contracts. Call for details.

**Total Care Includes:**

- Unlimited telephone technical support
- Free upgrades to any modules purchased
- Design consultation \$240/hr (regularly \$270/hr)
- 10% off training courses
- Priority email support

**Basic Care**

Best for customers who want access to technical support reps via email, but don't require that issues be expedited via phone support. Includes priority email support and free upgrades to any modules purchased.

+ 16% Annually | Support contract price is based on the retail price of software at time of purchase. Discounts are available for multi-year contracts. Call for details.

**Upgrades**

Upgrades are free for any software under a Basic Care or Total Care contract. If an upgrade is needed and a support contract is not in place, customers will have to pay 65% of the softwares current retail price.

Example:

**Ignition License (\$14,995)**

Support Package	Upgrade Price
Without Support Contract: 65%	\$9,476.75
With Total Care: 24% = \$3598.80	Free
With Basic Care: 16% = \$2399.20	Free

**Telephone Support**

Technical support via telephone is available for customers for all software under a Total Care contract. Our telephone support is often enhanced by the use of GoToAssist, which lets our representatives actually see your issue live over the Internet, reducing incident resolution times to a minimum.

The support department can be reached by calling (800) 266-7798 or (916) 456-1045 during our normal support hours of 6 AM to 5 PM PST. When calling after-hours, you will be given the option to be redirected to the emergency support line. After-hours support is available 24x7x365 and is billed at \$350 per hour, with a one hour minimum.

Strategic Partner modules (such as MES and MQTT) are supported directly by them and are covered under the same contract policies, however after-hours support availability and pricing does not apply to these partners. For details on after-hour support you will need to contact them directly.

## Post-Sale Support

Each software purchase comes with 90 days of free telephone technical support. After the initial free period, telephone support is available with the purchase of a Total Care contract. If Total Care is purchased during this time frame, then it is valid for 12 months starting when the 90-day complimentary support ends.

Inductive Automation will also provide limited telephone technical support for prospective customers.

## Electronic Support (Forum and Email)

Inductive Automation is proud to offer free electronic product support via our online forum and via email.

## Software Updates

At Inductive Automation, we are constantly improving our software, both in features and reliability. To better keep track of each iteration of our software, as well as to coordinate upgrades, we assign version numbers to both the Ignition platform as a whole, as well as to each module. Version numbers are always three separate numbers separated by periods; for example, 7.3.8. The first number in this triplet is called the Major Version number. The second number is called the Platform Coordination number. The third number is called the Minor Version number.

The Platform Coordination number lets you know which version of a module is compatible with which versions of the platform. For example, if you were installing Ignition 7.5.0, all of your modules would need to be version X.5.Y; notice how the middle numbers match. We frequently release updates to Ignition and its modules that only change Minor Version numbers. These updates typically contain fixes and minor feature improvements. These updates are always free.

Less frequently, we have a coordinated release of a new version of the platform and all the modules. These updates typically contain major new features. Historically, this happens about once a year. When this happens, the Platform

Coordination number will be incremented. The Major Version number of the modules may also be incremented, triggering a Major Upgrade. Put simply: a Major Upgrade happens when either the Major Version or the Platform Coordination number increases.

## Active Development

For current versions and those specified as Long Term Support versions, IA will **actively** develop fixes or updates for critical issues that will come out as an update in the software.

## Long-Term Support Program

Long-Term Support Version means an Ignition platform version announced by Inductive Automation to be given Long Term Support (LTS). Platform versions that are noted as LTS will be supported for a period of five years from the date of their original release.

Support for an LTS version is limited to critical problems where the software is rendered unusable and for which no work-around is available as determined by Technical Support. Only users with a valid Total Care support contract may receive phone support for the use of an LTS version. Bug fixes outside of this definition which are integrated into later versions will not be back-ported into LTS versions. LTS support excludes support for third-party developed modules.

LTS versions will be tested and updated to ensure compatibility with new Java patches. When new Java patches are released for the version(s) of Java that an LTS version of Ignition is compatible with, Inductive Automation will test LTS version with the new Java patch within three weeks. If an issue is identified, Inductive Automation will notify LTS customers via the LTS Announcement email list, and release an LTS update within six weeks of identifying the issue. Customers can subscribe to this email list via <http://inductiveautomation.com/email>.

LTS versions will be announced and noted on the Inductive Automation's website. Current and prior LTS versions can be found on our website on the Downloads page.

There are three categories in which an Inductive Automation stable software release can reside when it comes to provided support. They are:

- Active
- Limited
- End-of-Life (EOL)

## Active

The current release branch and non-expired LTS releases fall into this Active category. This means that the software is being actively developed/patched and the IA support team can provide full customer support with issues related to these releases. Releases in this category receive full development and support department attention.

## Limited

Expired LTS releases as well as releases that were never considered LTS fall into the Limited support category. Development support and patches end in this category. There should be no expectation of new releases or patches for any issues that may arise in versions that fall into this category, however customers can expect limited phone and email support. Limited phone and email support means the IA support department will, to the best of its abilities, provide the standard level of product support for these releases. As releases in this category start to age and get further from the most current and LTS release branches it should be expected that support will start to become more limited and response times may increase.

## End-of-Life (EOL)

Releases that are announced as EOL will no longer be supported by either the development team or the support team. Customers should expect all email and phone support to end for a release once it passes into the EOL category. Customers will still be able to activate and continue to utilize EOL releases but no support should be expected beyond potential activation support. The one exception here is for customers who are upgrading from an EOL release to a release that falls into the Active or Limited categories. Those customers can expect to receive support with the upgrade process. IA will make an announcement 12 months before a Limited release is scheduled to move to EOL. Customers will then have those 12 months to arrange and execute any necessary upgrade plans.