

**Global Quality Charter**  
**Planet Cloud**

**Copyright 2025 Infovista SAS  
All rights reserved  
Infovista is a trademark of Infovista SAS**

The information contained in this document is the property of Infovista. No part of this publication may be reproduced in any form (including photocopying or electronic storage on any medium) or by any other means or used to make any derivative work (such as translation, transformation or adaptation) without the express written permission of Infovista. Legal action will be taken against any infringement.

The information contained in this document is subject to change without notice and does not carry any contractual obligation for Infovista. Infovista reserves the right to make changes to any products or services described in this document at any time without notice. Infovista shall not be held responsible for the direct or indirect consequences of the use of the information contained in this document.

Applications for written permission to reproduce any part of this publication should be addressed to Infovista at the address indicated below.

Brand and product names mentioned in this publication may be registered trademarks or trademarks of their respective holders.

## Revision History

VERSION	Date	Updated by	Modifications
1	3/24/2025	Kaouther Mahmoudi	Document created

## Table of Contents

1. Introduction .....	5
1.2 Content Disclaimer .....	5
2. Accessing Technical support for Planet Cloud .....	5
2.2 How to Register for the Planet Cloud Support portal .....	6
2.3 Planet Cloud support availability .....	7
2.4 Escalation Guideline .....	7
3. Service commitments & SLAs .....	8
3.1 Incident classification .....	8
3.2 Response Time Objectives .....	8
3.3 Uptime Commitment Levels .....	9
3.4 Exclusions .....	10
4. Data Protection & Backup Policy .....	10
5. Customer Success .....	11

## 1. Introduction

### 1.1 purpose of the document

This document outlines our commitment to maintaining a stable and resilient SaaS environment, including defined support processes, response times, and escalation procedures. By adhering to these standards, we aim to provide customers with a predictable and efficient support experience, empowering them to leverage Planet Cloud with confidence. All described services are available only to Customers who have contracted for support and maintenance services and paid outstanding invoices.

### 1.2 Content Disclaimer

This document is for informational purposes only and describes certain services. . Infovista reserves the right to make changes to this document and the policies and procedures included within it at any time.

If you have any questions concerning any policies and procedures included within this document, please contact Customer Care Management at [support-mgt@Infovista.com](mailto:support-mgt@Infovista.com)

## 2. Accessing Technical support for Planet Cloud

### 2.1 How to contact our SaaS team

As a customer of Planet Cloud, we want to ensure you get the best possible support experience. That is the reason why all support requests should be submitted through our [Planet Cloud Support Portal](#).

#### **Why use the portal?**

**Faster Response Times** – Your request goes directly to the right team, reducing delays.

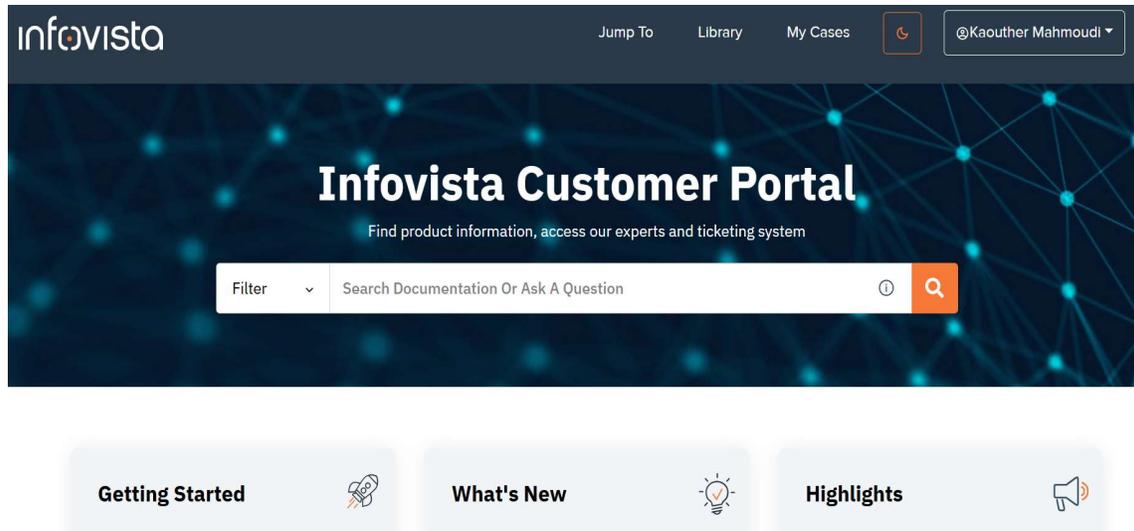
**Track Your Requests** – Easily monitor the status of your support tickets in real-time.

**Knowledge Base Access** – Find answers to common questions instantly.

**AI and Automation** – AI chatbots for instant responses.

**Centralized Communication** – No lost emails, everything stays organized in one place.

To submit a request, simply log in to the [Planet Cloud Support Portal](#) and open a ticket (Registration required). Our team will assist you as quickly as possible.



## 2.2 How to Register for the Planet Cloud Support portal

As a new Planet Cloud customer, you will need to register on our support portal to access assistance and resources. Please follow the steps below to create your account:

1. Go to [Planet Cloud Support Portal](#)
2. Click on *Customer Login*.
3. Select *Not a member?* to begin the registration process.
4. Complete the registration form and ensure you select "RAN" as your product line.
5. Submit the form to finalize your registration.
6. Once submitted, you will receive an email with your user account details, allowing you to access the Infovista portal



If you have any questions during the registration process, feel free to reach out through the portal for assistance

## 2.3 Panet Cloud support availability

Our support team is available during business hours based on the following regional time zones:

### 🔑 Americas Region:

- Monday to Friday, **8:00 AM – 6:00 PM** (EST, UTC -5)
- Monday to Friday, **8:00 AM – 6:00 PM** (CST, UTC -6)

### 🔑 Europe:

- Monday to Friday, **9:00 AM – 6:00 PM** (GMT, UTC 0)

For faster assistance, please submit your support requests via our [Planet Cloud Support Portal](#).

<b>AMERICAS REGION</b>	Monday to Friday – 8:00 AM - 6:00 PM M-F (EST, UTC - 5) Monday to Friday – 8:00 AM - 6:00 PM M-F (CST, UTC - 6)
<b>EUROPE</b>	Monday to Friday – 09:00 AM - 6:00 PM M-F (GMT, UTC 0)

## 2.4 Escalation Guideline

Based on the priority scheme, Infovista has established a rigorous problem escalation procedure designed to provide:

- Management Awareness
- Ensure alignment
- Sufficient technical resources to isolate duplicate and debug the problem
- Share business context
- Define an action plan
- Communication (phone/email/how often)

This escalation process is based on automated notifications that follow the following guidelines:

Escalation Path	Contact
1st	Case Owner
2nd	Support Manager
3rd	WW Support Director

### 3. Service commitments & SLAs

#### 3.1 Incident classification

When submitting a Support Request, select the severity that best aligns with the incident. Upon engagement, Infovista Support will evaluate the Support Request and may use discretion to reclassify it to the appropriate level according to these criteria:

Priority	Criticality	Impact	Priority Definition	Examples
P0	Emergency	Tool accessibility	Causes complete platform failure or accessibility, and no workaround is available	<ul style="list-style-type: none"> <li>• Infra Or Networking issue</li> <li>• System down/not accessible</li> </ul>
P1	High	Tool Usability	Causes severe functional impairment, and no viable workaround is available	<ul style="list-style-type: none"> <li>• Network Analysis failure</li> </ul>
P2	Major	Tool Functionality	Causes moderate functional impairment, but a workaround exists	<ul style="list-style-type: none"> <li>• Operational tasks, such as KMZ export not working</li> </ul>
P3	Minor	Tool Features	Causes minor feature impairment	<ul style="list-style-type: none"> <li>• Product questions.</li> <li>• CSV files are partially exported.</li> </ul>

#### 3.2 Response Time Objectives

		Planet Cloud Subscription Package		
		Standard	Gold	Premium
<b>P0</b>	Initial response Time	4 business hours	3 business hours	2 business hours
	Workaround (if applicable)	5 business hours	4 business hours	3 business hours
	Target Resolution Time	5 business days	4 business days	3 business days
<b>P1</b>	Initial response Time	5 business hours	4 business hours	3 business hours
	Workaround (if applicable)	5 business days	3 business days	1 business day
	Target Resolution Time	Next SW Release	Next SW Release	Next SW Release
<b>P2</b>	Initial response Time	8 Business hours	6 Business hours	4 Business hours
	Workaround (if applicable)	9 business days	7 business days	5 business days

	Target Resolution Time	Next SW Release	Next SW Release	Next SW Release
<b>P3</b>	Initial response Time	10 business hours	8 business hours	6 business hours
	Workaround (if applicable)	n/a	n/a	n/a
	Target Resolution Time	Upcoming SW Release	Upcoming SW Release	Upcoming SW Release

### 3.3 Uptime Commitment Levels

The downtime can be calculated using the following formula:

$$\text{Downtime} = (1 - \text{Uptime}) \times \text{Total Time Period}$$

Where:

**Uptime** is expressed as a decimal (e.g., 95% = 0.95).

**Total Time Period** is the duration for which uptime is measured = 260 days (number calculated based on support working days operating on 8\*5 and excluding the weekends)

At Infovista, we understand that uptime is critical for your operations. Our SaaS platform is designed to provide a seamless and reliable experience, minimizing disruptions and maximizing productivity.

To reinforce our commitment to delivering a dependable service, we offer the following uptime commitment levels as part of our Service Level Agreement (SLA):

Customer subscription	Uptime (%)	Downtime (minutes)	Downtime (hours)	Downtime (days, 8-hour workdays)
<b>Premium</b>	98%	2,496	41.6	5.2
<b>Gold</b>	97%	4,992	83.2	10.4
<b>Standard</b>	95%	6,240	104.0	13.0

### 3.4 Exclusions

The following do **NOT** count as downtime:

**Scheduled Maintenance and upgrades**

- Maintenance & Version upgrades.
- Security updates or critical bug fixes to prevent data loss or severe system issues.

#### Uncontrollable Events (Force Majeure)

- Natural disasters, power failures, or regional internet outages.
- Government actions, cyberattacks, or acts of war.

#### Third-Party Failures

- Issues with cloud providers, DNS failures, payment gateways, or third-party APIs.

#### Customer-Caused Downtime

- Network or firewall restrictions on the customer's side.
- User misconfigurations or unauthorized system changes.

## 4.Data Protection & Backup Policy

At Infovista, we understand that your data is one of your most valuable assets. To ensure its security and availability, we provide automated daily backups across all subscription tiers. Infovista complies with applicable data protection laws and regulations, including GDPR, to ensure the privacy and security of personal data whenever such data is involved. While we currently do not anticipate the processing of our subscriber's personal data, subscribers are responsible for notifying us should any personal data be involved. Our backup retention policy is designed to offer reliability and peace of mind, helping you recover data when needed.

Below is a breakdown of our backup and retention policies for each plan:

	Planet Cloud Subscription package		
	Standard	Gold	Premium
<b>Production Data Backup</b>	Daily	Daily	Daily
<b>Production Data Backup Retention</b>	3	3	3

## 5. Customer Success

Customer Success Manager	Technical Lead	Account Manager	Value Consultants
Your trusted advisor throughout your journey with Infovista. Enables you to use all purchased product features to best effect; understands, advises and supports your content strategy. Reviews and tracks your goals and kpis to prove the value of our partnership. Organizes regular Executive Business Reviews.	Responsible for the overall technical health and service quality (post go-live). Oversees Support releases alongside Customer Success Manager.  Monitors service quality and verify timely case resolution by Support.	Manages the commercial aspects of our partnership. Supports renewal discussions. Coordinates proofs of concept and demos for new products.	Professional Services members that work on delivering additional value add features or training to support your delivery

Event	What is it?	Audience	How often?
Weekly Meetings	30-60 minutes, reviews KPIs, Support Cases, Ongoing activities	Core Team, Operational Team	During Sync Meetings
Executive Business Review	60-90 minutes, every 6 months starting ~90 days after onboarding. Executive level summary and review	Exec sponsor, Core team, other groups	Quarterly or biannually