Customer Support Contact and Elevation Tree

Prepared for <Customer Name>

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Initial Contact for Inquiries and Problem Reports

Report all problems and direct all inquiries to the VMS software support email address or the VMS direct support phone number:

support@vmssoftware.com   or   Phone   +1 978-451-0921

VMS Software

Reporting Critical Outage Problems

Always call the VMS support line phone number when your problem involves critical outages to your production systems like system unavailability, system hangs, etc.   Calling the phone number ensures the quickest response time.

Problem Reporting Requirements

Contract and System Information

This information should be communicated in the problem report:

- Your Name
- Entity Name (company or agency)
- The criticality of the problem: Critical production problem, major problem but systems functional, minor problem to be fixed, nuisance, inquiry.
- The server name(s) or serial number(s) of the system(s) exhibiting the problem.
- The VMS Service Number covering the system(s), possible formats are
    - Vyyyymmdd-nnnn   V- yearmonthday-sequence
    - Your or your resellers PO number
- Ideally run the VSI$SUPPORT.COM script and provide the output to VMS Software. Please note that VMS Software, Inc. security rules prevent the transfer of HTML files. Please put the HTML file(s) in a zip file archive prior to transfer to VMS.

Problem Statement

Include an accurate problem statement describing the user visible behavior or symptoms, when the issue started, and any changes in the environment made prior to the issue surfacing.

System Dump File

If a problem resulted in a system crash, technical support will create a user account for you to transfer the system dump file to VMS for analysis as soon as possible. If you cannot transfer the dump file to VSI, providing remote analysis of the dump file to VMS is desired.

** Important Note **

If there is any possibility your system dump file contains personal identification data, like tax identification numbers, or financial identification data, like credit card numbers, or personal health data advise the support team *BEFORE* transferring the dump. The presence of this information impacts where the dump file can be transferred. For example, the dump file may be required to be stored on a server located in the European Union to comply with GDPR requirements or in the United States for Hitrust or HIPPA compliance.

Reproducer

Typically, a reliable reproducer of a problem significantly decreases the time to diagnose and repair an issue. If you can provide a reliable reproducer of the issue, it will be greatly appreciated and reduce the time to identify the root cause.

Obtaining Status on Existing Cases

All contact to VMS generates a unique case number. You receive the case number assigned to your inquiry or problem during your initial report. Please include the case number in the subject line or in the text of email messages requesting status on cases.

The Escalation Process

Escalation of open issues concerning your VMS support follows these levels:

1. First Level of Escalation: Customer Technical Account Manager (if eligible)
2. Second Level of Escalation: VMS Product Support Management
   Debbee.West@vmssoftware.com
3. Third Level of Escalation: VMS Management Team

Security and Compliance Information

Netsuite Ticketing System

VMS Software, Inc. uses Oracle Netsuite as the customer ticketing system. When you email or call VMS Support to report an issue, the information you provide is stored in Netsuite.

"Oracle NetSuite has the certifications, tools, and advisory services to help you meet your regulatory, operational and compliance challenges. Credit card and personally identifiable information is always secure, and NetSuite is externally audited to SOC 1 Type 2 and SOC 2 Type 2 (SSAE18 and ISAE 3402) standards while maintaining ISO 27001 and 27018, PCI DSS and PA-DSS compliance." [1]

Jira Defect Repair Ticketing System

If an issue reported by your company must be elevated to VMS R&D for defect repair, the Netsuite information is sent to R&D's Jira database. There is no public access to the R&D Jira database. The Jira security practices are documented here: https://www.atlassian.com/trust/security/security-practices#our-approach .

VMS Software Security & Compliance Policy

All VMS Software, Inc. employees are required to complete Security and Compliance Training annually. Three to six training classes are required to be completed within the year.

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[1] https://www.netsuite.com/portal/platform/infrastructure/operational-security.shtml

Defect Repair Patches and Product Updates

Cumulative defect repair patches and layered product updates are downloadable from the VMS customer portal, https://sp.vmssoftware.com. If your company does not have a VMS Software customer portal account, please contact spsupport@vmssoftware.com . OpenVMS Open Source kits are downloadable from the VMS website: https://vmssoftware.com/products/list/?license=Open%20Source

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