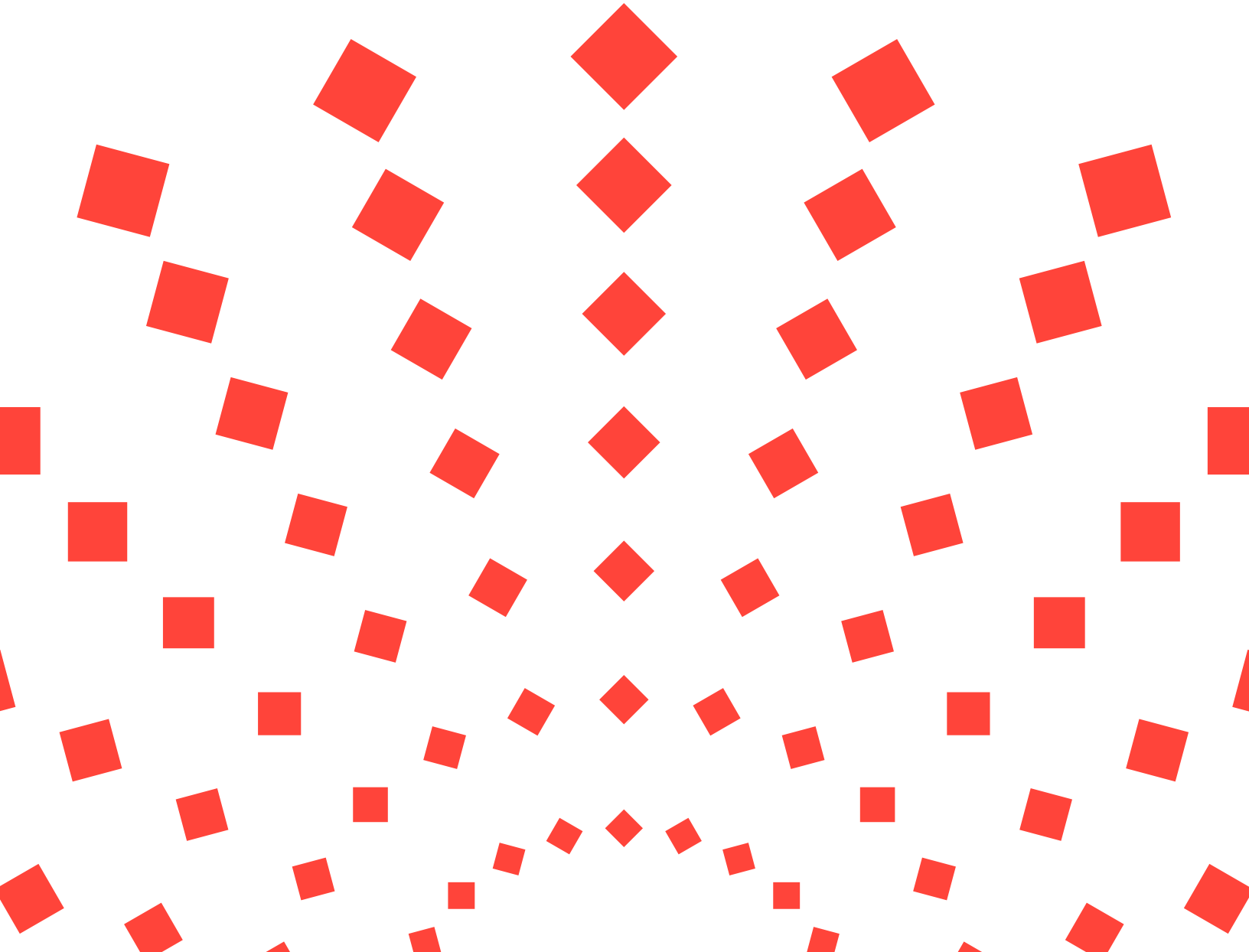
QNX

QNX Priority Support Plans User's Guide
Version 4.0



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Introduction

Thank you for purchasing QNX Software Systems products. We at QNX take great pride in the QNX priority support plans, which we designed with the professional developer in mind.

This guide will help you understand what each QNX priority support plan offers and how to take advantage of these plans' different levels of support. To make the most of the plan you choose, review this guide and keep it handy so you can refer to it as needed. In addition, please share this document with any of your colleagues who may need to contact QNX for support.

Please note that this document details how to make the most of your priority support plan; it is an operational guide only, and does not replace your *QNX Development License Agreement* (QDLA) or *Commercial Software Licence Agreement* (CSLA), which provides further details on the terms and conditions of the support plan. A copy of your QDLA or CSLA should be available from your purchasing or legal department. You can also request a copy of the agreement from your QNX support developer or sales representative.

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Priority Support Levels

Whether you are a Bronze 50 or Silver 100 plan subscriber, you are entitled to an array of service offerings that provide you with a higher and more personalized level of support.

With a designated QNX support developer available for each customer's plan, QNX priority support plans are singularly focused on the success of our customers and their ability to meet the needs, requirements, and timelines of their projects.

QNX priority support plans are available with two different levels of support:

Bronze 50

50 hours of support over a six-month period; an excellent choice for customers who have a short-term project, or who are new to QNX.

Silver 100

100 hours of support over 12 months; intermediate-level plan for customers who have projects with higher and longer-term demands.

Table 1: QNX support plans at a glance

	Standard	Priority	
		Bronze 50	Silver 100
Plan hours	N/A	50	100
Plan duration	12 months	6 months	12 months
Monthly usage reports	No	Yes	Yes
Assigned support developer	No	Yes	Yes
Number of projects	N/A	Unlimited	Unlimited
Number of contacts	1	Unlimited	Unlimited
Target hardware hosting & support	No	Unlimited	Unlimited
QNX beta software support	No	Yes*	Yes*
Engineering services deliverable support	No§	Yes	Yes
Past version support	No	Yes*	Yes*
Snapshot service	No	No	Available
myQNX support portal	Yes	Yes	Yes
Email support	No	Available	Available
Telephone support	No	Available	Yes
Weekly or bi-weekly conference calls	No	Available	Available
Issue tracking and prioritization	Yes	Yes	Yes
Online case update reports	No	Yes	Yes
QNX-hosted customer meeting	No	Available	Available
On-site support	No	Available	Available

* Response times do not apply.

§ Unless otherwise noted in your QNX *Custom Engineering Agreement*.

	Standard	Priority	
		Bronze 50	Silver 100
After-hours support	No	Available	Available
Initial response time	No	Yes	Yes
Escalation	No	Yes	Yes
Quarterly support management review	No	No	Available
Maintenance releases	Yes	Yes	Yes
Experimental patches	No	Yes	Yes
Priority support patches	N/A	Yes	Yes

QNX Support Developers

QNX priority support plans offer a unique customer-focused solution: an assigned support developer. Your support developer is a direct extension of your development team, in a support capacity.

Our support developers are the cornerstone of our commitment to your priority support. They are software developers with computer engineering backgrounds, and extensive experience with technology in markets such as automotive, networking and communications, and general embedded.

Our customers tell us that their QNX support developers dramatically raise both the effectiveness and the efficiency of their own internal engineering and support staff.

Your support developer

Your support developer provides continuity throughout your project's life cycle. He or she maintains close communication with you, providing one-on-one personal contact with up to three designated primary members of your team until your issues are resolved.

As a consistent contact person with in-depth knowledge of your project, your development environment, and your team, your support developer is your champion within our offices, ensuring that we respond to your priorities.

Upon commencement of your priority support plan, we select and assign to you the support developer whose knowledge and experience best matches your project's needs[*]. As well as ensuring continuity in our relationship with you, this support developer maintains a direct relationship with the QNX development team, ensuring that customer issues receive the attention they require.

If your support developer is unable to provide you with the answers you need in a timely manner, it is his or her responsibility to find the additional resources you need and to champion your issue within QNX until it is resolved.

Finally, your support developer maintains a close relationship with your QNX field application engineer and QNX sales representative so that, as a team, we at QNX have a consistent view of your needs as a customer.

Your support developer's responsibilities

The primary goal of your support developer is to provide you with solutions for QNX-related issues. For QNX products, your support developer can:

- own, track, and update issues, keeping you informed on their progress
- isolate and reproduce QNX-related issues
- champion and expedite issues within QNX, and escalate critical issues until solutions are provided to your satisfaction
- assist with QNX-related technical questions and issues, and make recommendations on how to use QNX products most effectively in your projects

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[*] Technical support developers are usually assigned to more than one support plan.

- assist with QNX license activation and license-related issues
- provide pseudo-code or examples of code to assist you with your applications
- provide experimental and priority support patches where applicable
- provide additional services, such as conference calls

Meeting your support developer

When your support plan initially comes into effect, your QNX sales representative may arrange for an introduction to your support developer. This introduction is a conference call or, if you prefer, a face-to-face, on-site meeting[§].

QNX will be represented at this meeting by your support developer, a sales representative, a field application engineer (FAE), and a support services manager. We request that your designated primary contacts for QNX participate in the meeting, and we recommended that they review this guide beforehand.

At this meeting, your support developer will provide detailed contact information and cover the highlights of what services are covered under your priority support plan, including issue tracking and resolution, priority support patches, conference calls, monthly usage reports, and other details as outlined in this guide.

We will request a list of project contacts and an overview of your planned project, including business dependencies, third-party dependencies, milestones, and the desired final deliverables. We will also ask you for technical information about the project, including information about the project's hardware and applications and any other relevant details.

Backup support developer

From time to time, your assigned support developer may not be available due to business or personal reasons. In such cases, QNX support management and your support developer will assign a backup support developer who has similar skills to ensure continuity of support and address new and ongoing issues.

Your support developer will make every effort to inform you in advance of any absences, and the backup support developer assigned will take ownership of new and ongoing issues within the support portal.

§ Cost of travel and associated expenses are extra.

Contacting QNX Priority Support

Timely access to your support developer is vital to the development, progress, and ultimate success of your projects.

The recommended method for requesting support is through the myQNX support portal. It is the most efficient means of communicating the information your support developer will need to address an issue quickly — whether it's a simple request or a critical, development-impacting issue. Please visit the myQNX support portal at www.qnx.com to open your account and create a secure login ID and password.

Alternatively, you can contact QNX priority support by email or telephone.

myQNX support portal

The myQNX support portal (www.qnx.com) lets you open cases for your QNX-related issues and makes available to you up-to-date information about these cases, 24 hours a day, 365 days a year.

It includes:

- secure login to a web portal
- a range of support request types, from logging of technical issues to questions
- customer-assigned issue severity based on technical and business impacts
- the ability to upload attachments to cases and download attachments
- real-time case tracking
- case history reports that allow you to view all the cases you have opened; case information includes QNX priority support usage reports with up-to-date counts of the hours remaining on your plan

Telephone support

The primary goal of your support developer is to provide you with solutions for a QNX-related issue. Depending on the nature of the issue and stage of the investigation, telephone exchanges are often more effective than other forms of communication.

During the first priority support call or meeting, you will receive a telephone number where you can reach your support developer. You may use this number to contact your support developer and discuss issues relating to QNX products and your project.

If you do not know your support developer's contact number, you can:

- log in to the myQNX support portal and open a new case to request the number
- contact QNX headquarters at +1 613 591-0931

Support business hours

QNX support business hours are Monday to Friday:

North America: 9:00 A.M. – 5:00 P.M. ET

Germany: 9:00 A.M. – 5:00 P.M. CET

Asia: 9:00 A.M. – 5:00 P.M. JST

After-hours support

From time to time, you may require after-hours support to align teams across many time zones to help resolve an issue. Access to QNX support developers outside regular business hours depends on their availability and is at the discretion of QNX.

If you require regular after-hours support, please discuss your requirements with your QNX sales representative and your support developer.

Reporting and Tracking Issues

Resolutions to issues you encounter with a QNX product depend not just on your support developer's technical knowledge and expertise, but also on the quality of the information you provide and on the developer's ability to isolate and reproduce the issue.

Providing information

The information you provide us is the key to a faster resolution. To help us start working on a solution for you, we recommend that you provide us with the following information as a minimum:

- A synopsis that briefly and accurately describes the issue.
- Your evaluation of the issue's severity based on its impact on your project. If the issue can wait to be resolved in the next QNX commercial release, please indicate this.
- A detailed description of the issue, with its symptoms and characteristics.
- The specific hardware you are working with and the software versions you are using.
- Configuration files, core files, system logger (slog) files, and any error files that may have been produced at the time the problem occurred.
- The test case that appears to have triggered the issue — perhaps the most important piece of information you can provide.

  It is in your best interest to isolate the problem as much as possible. The test case should provide exact steps to reproduce the problem with accuracy and isolate it as much as possible to a specific source area. A test case that is too broad (or no test case at all) means additional effort and billable time for your support developer.

Creating and tracking cases

QNX support uses cases to track customer issues from start to finish; each case records the issue's history, updates, progress, and current status.*

A unique case is created for every issue you report, and you are sent the case number. Our support portal uses this case number to track all communications about the issue.

You, the customer, can use the myQNX support portal to track the progress of the case, viewing communications and updates and checking status at any time.

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* For a more detailed discussion on the management of cases, refer to "Appendix A: Customer Issue Management: Cases."

Case priority

If you experience multiple issues (especially Critical or Showstopper issues) across multiple projects, your support developer will work with you to determine each case's relative priority.[§] This priority determines the urgency of the work to resolve the issue, in relation to other open cases you may have, and the frequency of updates on progress you receive.

Isolating and reproducing issues

Ideally, when submitting an issue and opening a case, you have been able to isolate and reproduce the problem, and you can provide your technical support developer with a test case that identifies the offending area of software.

If you are reporting multiple issues, separate them into different cases and provide all the relevant information for each.

If you have not been able to isolate a problem and create a reproducible test case, you may request assistance from your support developer. Because the time your support developer dedicates to isolating your problem will be logged against your support plan, we highly recommended that you provide as much detail as possible. The better the information you provide, the less time it will take to isolate the issue.

Your support developer can help you determine what information is required to speed problem isolation.

QNX problem reports

After you have submitted a case, your support developer will attempt to reproduce the issue and isolate the offending code. After confirming that the issue is indeed a QNX error, your support developer will open a QNX problem report on your behalf, indicating the issue's severity and priority. He or she will then plan a course of action, workaround, or solution based on the issue's severity, and keep you posted on progress through updates to the case.

For more detailed information about resolution scheduling, refer to "Response and Resolution Times."

If your support developer determines that the cause of an issue you submitted is not a QNX product (that is, the error is in your application or a third-party product), then he or she will promptly inform you of this finding so that you can resolve the problem.

Hosting reference and custom targets

When your support developer attempts to isolate and reproduce your issue, he or she will use a reference target platform and supported software. (Please refer to your *Priority Support Agreement* for the definition of reference target.)

As a priority support customer, you may choose to have issues you report investigated on your custom hardware as well as on a reference target platform. We can host your custom hardware at our premises, so that your support developer can become familiar with it and, should the need arise, isolate and reproduce issues more quickly.

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§ For more detailed information about issue severity, case priority and response times, refer to "Response and Resolution Times".

For QNX to host your custom hardware platform, you must provide a complete set of your latest custom hardware and all supporting peripherals to your support developer. You are responsible for the cost of shipping custom platforms (including all incidental costs such as taxes and duties) to and from QNX offices, and you must ensure that this target remains current; that is, the hardware, firmware, and applications are always exactly the same as those that you are using.

If your support developer is not located at QNX headquarters, or if we have undertaken engineering services work for you, we may require additional hardware to support this work.

Please note that our hosting of custom hardware does not imply that we will provide support for your specific platform. It only means that we will use this platform, as appropriate, to help us determine the causes of issues you raise and resolve them.

Note also that, while you may present issues found on custom hardware and in custom code, your support developer will always attempt to reproduce these issues on the reference target platform with commercially available QNX software.

Managing Your Priority Support

The success of any project depends in large part on the quality of the communication between supplier and customer. This is especially true when issues encountered by the customer are sent to the supplier for resolution.

QNX priority support relies not only on the cases that track your issues and developer-to-developer communication, but on regular meetings and reports.

Weekly conference calls

Depending on your project needs, your primary project contacts, your QNX support developer, and other stakeholders as required may hold weekly status review calls. These calls are particularly useful during the peak activity in your project development.

These calls, which may be hosted by QNX or by you, ensure that information is shared, so that all key resources, including your support developer, are up-to-date. A typical call will:

- review all outstanding cases and issues
- review the priority of each issue
- request closure on resolved issues
- discuss any project-related issues

Prior to these calls, your support developer may provide you with a report as a guide for the call or refer you to the online case report in the myQNX portal.

Although the Bronze 50 and Silver 100 priority support plans do not include this weekly service, you can request conference calls on an as-needed basis and QNX will do its best to honor these requests.

Monthly plan usage reports

Each month, you may review the hours that have been logged against your plan based on the dedicated time spent by your support developer. These reports are available 24/7 in the myQNX support portal.

For details about how hours are logged, see "Priority support plan hours."

QNX-hosted customer meetings

If you believe that a face-to-face meeting with QNX staff will expedite resolution of key issues, you may request a QNX-hosted meeting at QNX headquarters in Ottawa, Canada, where you can meet with QNX developers and managers, as needed. Contact your support developer to discuss your needs and plan the meeting[*].

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* Dates, times, and durations of meetings are at QNX's discretion, and depend on the availability of resources. For QNX-hosted meetings, all customer expenses incurred for these meetings are the responsibility of the customer.

On-site support

An alternative to a QNX-hosted meeting at QNX headquarters is on-site support. If you believe that face-to-face interaction with your support developer will help resolve key issues, you may invite him or her to meet with you on your premises. Contact your support developer to discuss your needs and plan the meeting, including who should attend*.

Quarterly management reviews

Like the weekly review call with your support developer, the quarterly management review meeting is intended to review the progress of your project, our priority support performance, and gather feedback on areas that need attention.

You may request a quarterly management review with the QNX support services manager and, as required, other members of your QNX account team. These meetings are conducted over a telephone conference bridge.

Projects, contacts, and subcontractors

QNX priority support plans cover customer projects with defined hardware and schedules. Each project has designated contacts — project leads, software developers, hardware developers, etc., who are responsible for interfacing with your QNX support developer.

Number of projects per plan

There is no limit to the number of concurrent projects that can be associated with a priority support plan. However, you will need to assign a resource to clearly prioritize issues among the various projects.

Primary contacts

There is no limit to the number of people who may make use of your priority support plan. QNX does request, however, that you designate up to three *primary contacts* to:

- prioritize issues that have been handed over to QNX
- ensure sharing of information and responses from QNX across your project teams
- coordinate with your support developer on regular conference calls, and attend other support-related meetings
- monitor QNX reports and logged support hours
- act as primes when issues require escalation

QNX software version support

QNX priority support provides varying levels of support, depending on the version of the software you are using.

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* Dates, times, and durations of meetings are at QNX's discretion, and depend on the availability of resources. For on-site meetings, all expenses incurred for the meetings are the responsibility of the customer.

QNX beta software support

QNX products designated as beta quality software are supported as described in your *Priority Support Agreement*.

Engineering services deliverable support

Customers can choose to purchase QNX engineering services to provide custom features or functionality for their projects. Once QNX engineering services has completed its work, ongoing support may be provided through a priority support plan.

Past version support

QNX priority support plans offer support for current and past versions of software. Versions covered include all standard commercial releases of QNX products and priority support patches for up to seven years from date of delivery.

Some commercially released products may have special support provisions. These provisions are noted with the product information on the QNX web site or in the product documentation.

Solutions

The goal of the QNX priority support plans is to provide you, the customer, with solutions to issues you encounter with QNX products.

These solutions must be cost-effective, of the highest possible quality, accurately respond to your needs, and meet your timelines. The following are brief descriptions of the types of solutions QNX priority support provides.

Workarounds

To get you up and running, your support developer may provide you with a workaround solution. A workaround is a solution that may serve as a short -term fix or, in some instances, a long-term fix.

A workaround may not provide the optimal solution, but in situations where you have encountered a critical issue that impacts operations or development, it will allow operations and development to resume and reduce the severity of the reported issue. Typically, your support developer will provide you with a workaround within a short time frame, along with a longer-term plan for a complete solution.

Priority support patches

A priority support patch is an accelerated fix for an isolated QNX product issue. It is unique to a priority support plan: it is created in response to an issue you have raised and provides you with a resolution that would not otherwise be available until the next maintenance or commercial release.

Priority support patches are usually built for the QNX product release covered by your support plan. In some circumstances, however, you may be required to upgrade to a newer release to use the patch.

A priority support patch is often delivered in two stages: as an experimental patch, then as a final priority support patch.

Experimental patches

As soon as an experimental support patch is ready, QNX ships it to you. This experimental patch allows you to verify that the patch corrects the issue it is intended to resolve. You are expected to integrate the patch into your development project, fully test it, and then report your findings back to your support developer.

Note that experimental patches cannot be used in your final product. They have not been formally tested by QNX and are not officially supported.

Priority support patch

After you have confirmed that an experimental patch resolves the issue you reported, QNX will create a priority support patch.

As with experimental patches, you are expected to integrate the priority support patch into your development project, fully test it, then report your findings back to your support developer.

Once a priority support patch has been fully tested and confirmed effective, it may be tagged for inclusion in future QNX commercial release products. To receive commercially released medial or minor updates to QNX products, you must maintain at least a standard support subscription for the associated product.

Maintenance releases

Customers with active QNX development seats or any active QNX support plan are automatically entitled to receive QNX product maintenance releases. Maintenance releases are periodically released, fully tested maintenance packages that roll up previous patches and fixes and may contain new features or enhancements.

Details of fixes, new features, and enhancements in a maintenance release are described in the release notes for that release. You can download maintenance releases along with their release notes via the QNX Software Center.

If you are not sure if you should download a maintenance release, please contact our support team. Your support developer will help you determine if a maintenance release is relevant to your project.

Engineering services

The QNX engineering services team can assist you if you require new features or specific enhancements to QNX products. Please contact your QNX sales representative for further details.

Unless otherwise noted in your *Engineering Services Agreement*, software delivered by engineering services is fully covered by your custom support plan.

Training Services

To maximize the benefit of your priority support plan, QNX highly recommends that your developers take advantage of QNX training services.

QNX training is usually held at QNX headquarters in Ottawa, Canada. Courses usually last four days and accommodate up to 12 students.

You may choose, however, to have a QNX instructor teach on your premises*, and you may request some customizations to the course syllabus and materials. If one is available, QNX will provide an instructor to teach in your preferred language.

QNX is not responsible for travel or expenses, though we provide lunch for the duration of the course. Please contact your QNX sales representative to arrange for training.

* The cost of the instructor's travel and for shipping training materials are the responsibility of the customer.

Response and Resolution Times

QNX understands the importance of responding to and resolving urgent issues that may arise during your product development.

Initial response times and resolution times are defined for supported versions of QNX products and are directly related to the severity of the isolated QNX error and its impact on your project. Note that the resolution timer starts upon isolation of the issue to a QNX provided service or utility and does not apply to previous versions of the OS.

Severity	Initial response time	Initial resolution time	Solution	Closure criteria
Showstopper	2 hours	5 days	Workaround or priority support patch.	The priority support patch is incorporated into a future commercial release.
Critical				
Serious	4 hours	n/a	A workaround, explanation, and/or problem report is filed.	The issue is resolved in a future commercial release.
Low	8 hours	n/a	A problem report is filed; no immediate action is taken.	The issue is either suspended or resolved in a future commercial product release.

Case Severity Levels

Case severity is determined by the impact that the issue has on the development, release, and operation of your product.

The table below defines case severity levels[*].

Show stopper	You have encountered an issue isolated to a QNX product and are unable to continue the development and release of a product. This issue completely halts the product's field operation until a solution is provided.
Critical	You have encountered an issue isolated to a QNX product and are unable to continue development. This issue doesn't halt the product's field operation.
High	You have encountered an issue isolated to a QNX product; this issue affects major product functionality (but doesn't halt your product development or release), or the issue significantly impacts the product's field operation. This severity level would typically be assigned to a critical issue for which a workaround is available.
Minor	You have encountered an issue isolated to a QNX product that is an inconvenience but doesn't halt your product development or release, or has minimal impact on the product's field operation.

Details and definitions

1. Versions covered under the priority support plan include all standard commercial releases of QNX products and priority support patches for up to seven years from date of delivery. Some commercially released products may have special support provisions. These provisions are noted with the product information on the QNX web site or in the product documentation.
2. QNX reserves the right to reclassify the severity level of a case if the reported issue does not reasonably conform to the severity definition. Severity levels may also change over the life of the issue as workarounds are applied or other solutions are provided.
3. If you identify more than one issue as critical, then QNX may request the primary contact(s) to prioritize these critical issues.
4. Solution or workaround timelines apply to supported versions only.
5. You are to provide detailed test cases that enable QNX to reproduce the issue on reference hardware with supported versions of QNX products. Solution or workaround timelines commence at the time we are able to reproduce the problem at QNX and confirm that the issue is related to a QNX-provided component.
6. In the event that the requirement for a solution cannot be reasonably satisfied within the initial resolution time, we will provide you with a resolution plan of action.
7. Solutions or workarounds may require an upgrade to the most recent QNX commercial release product.

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[*] This table is identical to the table in Appendix A.

8. Initial response times and initial resolution times are based on business days and hours, and do not include weekends or statutory holidays. Initial response time is measured from the time the support case is entered into the QNX support portal. The initial resolution time is measured from the time the issue is isolated on the reference target.
9. You are responsible for the cost of shipping (including all incidental costs such as taxes and duties) of any custom hardware to and from the QNX offices.

Escalation

The QNX priority support team wants to ensure that you receive optimal service and support. If you wish to provide feedback on the services received or require escalation of issues please contact your sales representative, services@qnx.com, or you can click the **Escalate** button on the case itself.

Priority Support Plan Hours

Priority support plans come in allotments of 50 or 100 hours, depending on the needs of your project.

The duration of Silver 100 priority support plans is one year; the duration of Bronze 50 plans is six months. Plans expire on their end dates, regardless of the number of plan hours used, or when all their hours have been used, regardless of the time elapsed.

QNX will notify you if you are approaching your limit of available support hours. Unused hours cannot be transferred or carried over to new or renewed plans.

QNX takes logging of time against your plan very seriously, and we want to be sure that time logged against your plan is fair and in your favor. We encourage you to review your monthly usage report with your support developer to ensure that you are satisfied with how the hours have been logged.

Plan hours and logging

QNX uses hours, in 15-minute increments, to measure the service time it provides to its priority support subscribers. QNX personnel log the time they dedicate to resolving your issues against your plan hours, regardless of the number of contacts, third-party subcontractors, or projects covered by your plan.

QNX personnel other than your support developer may consume hours against your plan's allotment. Personnel who may consume your plan hours while working to resolve an issue for you include software developers, field application engineers (FAEs), R&D engineers, and project managers.

Specifically, if an FAE dedicates time to solving a post-sales issue you have encountered, the FAE will log time against your priority support plan. Similarly, QNX personnel such as software developers, software build engineers, and test engineers involved in resolving, building, packaging, testing, and delivering a solution to you will also log time against your priority support plan.

Guidelines for plan time logging

The following guidelines are used for all support plan time allocation. In general, time spent by QNX personnel to resolve a customer issue that requires a resolution based on the customer's schedule (prior to the next QNX product commercial release) is logged against the customer's time allocation, as specified in the *Priority Support Agreement*.

Activities that may be logged include but are not limited to:

- understanding the nature of the customer issue or request. This may involve iterative back-and-forth communications before the issue or request is completely understood.
- reproducing a customer issue, and any efforts required in order to be able to reproduce the issue
- requesting, creation, testing, and delivery of test code and patch code
- tracking down answers to issues that specifically relate to the customer's issues
- time spent on status update calls

Conversely, QNX will *not* log time against your priority plan for:

- license key or FLEX*lm* issues

- issues that take 15 minutes or less to resolve

Support case milestones

Customer issues and requests usually fall into three time categories, which serve as time milestones. These categories are requests that take:

- 15 minutes or less to resolve
- four to eight hours (approximately) to resolve
- several days, or even weeks, to resolve, depending on the difficulty of isolating the root cause of the problem

The above categories do not include feature change requests and apply only to commercial-release products.

As your support developer deepens his or her understanding of an issue, he or she will be able provide you with an estimate of the time required to deliver a solution. If the time being logged against a particular issue exceeds time milestones, QNX will undertake the following actions:

Milestone	Action
Issue resolution is likely to require more than 8 hours	QNX will make its best effort to notify you and receive approval to continue work. We will also provide status updates as required.
Issue resolution has used more than 8 hours of billable time	The QNX support services manager will be notified and we will conduct a peer review of work done so far.
Issue resolution has used more than 24 hours of billable time	The QNX support services manager and director will be notified, and we will conduct a follow-up peer review. You may also request a detailed review of the issue and work done.

Monthly usage reports

Priority support customers may review their usage reports in the myQNX support portal at any time. Their usage reports will show the number of hours logged against their plan and the hours remaining, and details for individual cases, including case numbers, names of QNX personnel who logged hours against cases, and notes about the efforts that were made to resolve issues .

Customer Issue Management: Cases

QNX support uses cases to track customer issues from start to finish; each case records the issue's history, updates, progress, and current status.

A unique case is created for every issue you report. You can use the myQNX support portal to follow the progress of all your cases.

Cases are an important support tool that your support developer uses to manage support for your project and to ensure that issues are resolved and closed. They are also a means for you to update and manage the progress of solutions to issues you have reported.

Cases are defined by type, state and severity, and can be associated with specific hardware and source versions.

Case states

The cases take on various states throughout the life of the customer issue. These states indicate the progress of work on an issue, and who is responsible for performing the next action to move the case towards resolution and closure. Case states are described in the table below.

New	You have reported an issue and the case is waiting for the support developer to commence investigation.
QNX action required	Issue investigation is in progress.
Customer action required	The support developer is unable to continue investigation until you provide more information.
Resolved	The support developer has provided you with a workaround or solution that is believed to have resolved the problem. You need to verify the workaround or solution and provide feedback to the support developer on acceptance or rejection. Resolved cases are automatically closed after 28 days. Either you or the support developer can reopen a resolved case if further assistance is needed.
Closed	You have accepted and confirmed the workaround or solution. If you need further assisatnce, you can continue the closed case. This action creates a new case.

Case severity levels

Case severity is determined by the impact of the issue on the development, release, and operation of your product. Refer to the table in "Case Severity Levels" for more information on setting severity levels.

Scope of Support: Hardware, Software, and Exceptions

QNX support plans, in conjunction with your *Support Agreement* and the support services provided by the support developer, are limited by the conditions noted below.

Source modifications	Your support developer does not officially support or fix problems caused by source modifications made to QNX products by you or by third parties. Code not originally from QNX is not supported.
Product changes, feature requests, and new development	If you require a product modification, such as an enhancement or new feature, your support developer may direct you to your sales representative or our engineering services group to discuss how your request can be addressed.
Non-commercial release products	Unless otherwise noted, non-commercial software (e.g., alpha, experimental, and test software) is not supported under your priority support plan. However, you may be able to receive support through other channels.
Engineering services and development	Support developers will not perform custom development (custom drivers, new board support packages (BSPs), etc.). Consulting and engineering services are outside the scope of QNX support plans, except as expressly stated in your plan's *Support Agreement*. QNX Engineering Services or third-party consultants may provide engineering and development services. Please contact your QNX sales representative for more information.
Customer code	QNX or your support developer will not create, debug, test, or fix customer code or applications. Your support developer can provide you with examples and suggestions, but cannot take the responsibility for your code.
Customer hardware changes	Your support developer is not responsible for issues on customer hardware that cannot be reproduced on reference hardware.
Custom hardware	QNX cannot modify or repair your custom hardware. You remain responsible for making any required hardware fixes at your expense.
Roadmaps, product, and feature schedules	Please contact your QNX sales representative for this information.