

BRADY.



Brady Support Policy Version 1.9



Table of Contents

Schedule 1	3
Brady Disclaimer	3
Definitions of Terms	3
Brady support priorities and Standard service levels	6
Support Options	8
Standard Support	8
Extended Support	9
24/7 Support	9
Downgrading Tickets	9
Complaint Escalation	9
How to complain to us	9
Version Support Policy	10
Current -2 (Current Minus Two) Support	10
Extended Maintenance & Support Policy	10
Extended Support does not include	10
End of Sales Date Range Notification Policy	10
Product Depreciation Policy	10
End of Support Life Notice Policy	11
Schedule 2	12
Support Through JIRA	12
JIRA Incident Types & Workflows	13
JIRA Incident Types & Workflows	13
Critical defects	13
Non-Maintenance Support	14
Service Requests	15
Change Requests	15
Key JIRA Fields	16
JIRA Incident Tracking - The System Dashboard	17
JIRA User Guide	18
Logging into JIRA	18
Forgotten Username or Password	18
Creating an Incident/New Ticket	19
Adding a Comment to a Ticket	20
Attaching a File to a Ticket	20
Attaching a Screenshot to a Ticket	20
Useful Information	21
Product Lifecycle Support	22
Brady Product Lifecycle Policy (PLP)	22
Notable Exceptions	22
Exceptions	23
Contacting Brady	23
Document Version Control	24

Schedule 1

Brady Disclaimer

The information contained in this document represents the current view of Brady as of the date of its publication.

Schedule 1 of this document is legally binding and is incorporated into the Master Subscription and Services Agreement entered into by a customer (also referred to as “you” or “Customer”) and Brady. We must be able to respond to changing market conditions and are constantly evaluating better ways of working with our Customers and Partners. Accordingly, this support policy is subject to change by Brady in its absolute discretion. Brady does not guarantee that the information contained in this support policy will be error-free or kept up to date after its publication.

Schedule 2 of this document is operational only and is not legally binding on you or Brady.

TO THE EXTENT PERMITTED BY APPLICABLE LAWS, BRADY MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, BY POSTING THIS SUPPORT POLICY NOR ABOUT THE INFORMATION CONTAINED IN THIS SUPPORT POLICY.

Changes, Additions or Deletions

Brady may change any of its product policies and information documents, add or remove any information contained in such documents, including the removal or discontinuation of such documents in their entirety, at any time. If we make any such changes, we will post the revised version on the Brady website, but we may or may not provide any other notice to you. We encourage you to periodically review all Brady policies and briefing documents relevant to you, so that you remain informed.

Definitions of Terms

Terms defined in your Master Subscription and Services Agreement are also applicable in this Brady Support Policy. The following additional defined terms apply for this Support Policy:

- ∴ **BRD** – Business Requirements Document - a definition of the requirements (not how the requirements will be met)
 - ∴ **Change Request** – A change request is a formal request for an adjustment to Brady’s standard Product.
 - ∴ **Continuous Servicing and Support** – Each Brady Product or Service will be supported according to the service level support guidelines set out in this Support Policy and in the applicable Product Lifecycle Phase for that offering. Continuous servicing and support may include new Product releases, non-security and security updates, enhancement requests, access to Product documentation and online content including Knowledge Base and Training materials, webcasts, phone support and online support. Support will be provided continuously as long as the Product is Current.
 - ∴ **Current-2 or Current Minus Two** – Brady supports ‘current-2’. This means the Customer must be
-

installed with option (a) or (b) below and must accept all service patch updates or new versions and must apply them within the specific timeframe set out in the relevant Product release schedule to be within this definition of “Current- 2”. Accordingly, the Customer must be installed with:

(a) a production Major Release or Minor Release of the Product or Service released by Brady within the last two calendar years; or

(b) only where there has not been a Major Release within the last two calendar years, the most recent production Major Release of the Product or Service.

- ⚡ **Defect** – Any error, flaw, failure or fault in a computer program or system that causes it to produce an incorrect or unexpected result, behave in an unintended way or that fails to conform with the Product specification as documented at the time of release publication and as determined by Brady. Failure to comply with new operating or security regulations and / or mandatory legal requirements that were not yet in effect at the time of the Product’s initial availability do not constitute a defect.
 - ⚡ **End of Sales** – The date when a specific version / release of a Brady Product or Service will no longer be available for sale. Products will no longer be implemented after it has reached its End of Sale date.
 - ⚡ **End of Support Life** – The date when Brady no longer provides fixes for defects, updates or online technical assistance for a specific version of a Product or for a Product line. This is the time when Brady considers a specific version or Product line to be retired. After this date Brady will no longer issue any security updates to help you protect the specific version of your Product from harmful viruses, spyware, or other malicious software that can compromise your system as of the End of Support Life date.
 - ⚡ **JIRA** – A proprietary issue tracking product, developed by Atlassian. It provides Defect tracking, incident tracking, and project management functions.
 - ⚡ **Major Release** – A major change to the Product or Services that introduces new features and functionality. A major release is typically designated as a change in the digit(s) to the left of the first decimal point ([X].y.z) in a release number.
 - ⚡ **Master Subscription and Services Agreement** – the agreement you have entered into with Brady whereby Brady grants you a licence to use the Product or access the Services on the terms and conditions set out in that agreement.
 - ⚡ **Minor Release** – A minor change to the Product or Service that introduces a limited number of new features or functionality. A minor release is typically designated as a change in the digit(s) to the right of the first decimal point (X.[Y].z) in a release number.
 - ⚡ **New Feature** – means certain new modules and/or functionalities to the Product introduced by Brady at its sole discretion, which are priced separately and made available for purchase through certain releases or otherwise. Access to such New Feature is only provided subject to the Customer’s written request and payment of applicable fees. For the sake of clarity any market change requirements
-

and/or country specific requirements to the Product will be priced and agreed separately with the Customer.

- **Product** - the product or software specified in the Master Licence and Services Agreement to which this support policy relates.
- **Product Lifecycle Phase** - This determines the overall maintenance window and support level offerings associated with your Product or Service. The product lifecycle phase for releases of complementary, dependence, 3rd party applications, add-ons, extensions or integrations are usually aligned to the Product lifecycle phase of the Current Product release.
- **ROM** - A Rough Order of Magnitude estimate (ROM estimate) is an estimation of a project's level of effort and cost to complete. A ROM estimate takes place very early in a project's life cycle.
- **Standard Support (phase 1 of the product lifecycle)** - Provides Customers with maintenance and support of their licensed products from the dates that the Product is made generally available to the date that the Product enters into the Extended Support phase of its lifecycle. This program includes access to, when made available by Brady, all Product updates, Defect fixes, system security alerts, critical patch updates, upgrade scripts or tools, major Product and technology releases (including general maintenance releases, selected functionality releases, and documentation updates, but excludes any New Feature), non- technical customer service during normal business hours, and assistance with submitted service Support Requests. If the Customer requires any services from Brady in testing and implementing an upgrade, new release, or other revision, amendment or update for the Product, the scope and fees for such assistance shall be agreed between the parties via a separate Statement of Work.
- **Support Request** - These are incidents raised to address requests for maintenance related to licensed products. This means work related to Defects and are therefore covered under this Support Policy.

How does Support Through JIRA work?

1

All trouble ticket / incidents must be entered in JIRA. This is your first stop and the fast way to ensure a timely response. Not only does it provide you with self-tracking the status of any service requests / trouble tickets, see pending approvals, etc, it allows you to avoid a waiting queue. Once you submit your JIRA ticket a Brady Supporter will review the incident, triage the problem and route the support ticket to the appropriate Support team. Our Global Support Team Manager makes sure that at least one Supporter has his/her eyes on JIRA ticket triage NOTE: Brady prioritises tickets sent in via the self-service portal over items that are sent via email or by phone.

2

After an incident is logged, Brady may engage with you in a hands-on support interaction via telephone, screen-sharing and other remote diagnostic services targeted at incident resolution. In specially agreed cases we might even visit you onsite to help resolve a particularly challenging problem.

3

All communication on incidents is logged in JIRA and you will always receive an automated email notification of this communication throughout the support ticket's life cycle starting with an acknowledgment of the tickets generation and that it has been picked up and assigned by the Brady Support team accordingly.

Brady support priorities and Standard service levels

Priority levels and the targets set out by the standard service levels dictate how we respond to different incidents. The JIRA incident will be responded to in line with the service levels in the table below but relative to the priorities of tickets already raised or with higher priorities. Unless otherwise stated, contracted service levels apply only to production environments.

JIRA Priority	Priority Description
P0 - Critical	The Defect affects critical functionality or critical data. It does not have a workaround. Example: complete failure of a feature.
P1 - High	The Defect affects major functionality or major data. It has a workaround but is not obvious and is difficult. Example: a feature is not functional from one module, but the task is doable if a number of complicated indirect steps are followed in another module/s.
P2 - Medium	The Defect affects minor functionality or non-critical data. It has an easy workaround. Example: a minor feature that is not functional in one module, but the same task is easily doable from another module.
P3 - Low (default)	The Defect does not affect functionality or data. It does not even need a workaround. It does not impact productivity or efficiency. It is merely an inconvenience. Example: petty layout discrepancies, spelling/grammatical errors.

The above JIRA priorities align to the definitions laid out in the service levels as follows:

● Priority Critical - P0

A catastrophic Defect that materially impacts your business because all or key parts of the Product are unavailable and cannot be used in production, with no possible workaround solutions immediately available. Defects classified as a P0 Critical defect include hosted service outages, critical process failures within the application and/or the corruption of key data that renders the system unusable. P0 defects are urgent / emergency problems. If the Customer is not already using the latest version of the Product in their production environment, they may be required to update their Product up to and including the most recent patch release. In the event that updating the production version does not cure the catastrophic defect and a new Product or database then an additional Defect correction may be deployed as a workaround on the Customer's current production version.

Initial Response Target	Within one (1) hour during contracted Support Hours unless the Master Licence and Services Agreement specified otherwise.
Resolution Target	Continuous support during Support Hours and further work, at Brady's discretion, outside Support Hours, until the Defect is resolved.
Escalation Target	Two hours between each level
Regular Update Target	At least hourly

● Priority High - P1

This applies to Defects that will materially impact your business because all or key parts of the Product are unavailable to one or more users, but where a workaround or alternative solution does exist. Resolution of these Defects will normally be considered for inclusion in the next Major Release. If the Customer is not already using the Current Product version in production, the Customer will be required to do so.

Initial Response Target	Within two hours during contracted Support Hours
Resolution Target	Normal Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Escalation Target	Four Support Hours between each level
Regular Update Target	At least daily depending on other priority Defects

● Priority Medium - P2

This applies to Defects that will not materially impact your company's business. Resolution of these Defects will normally be considered for inclusion in the next Major Release.

Initial Response Target	Within three working days
Resolution Target	Normal Support Hours until issue is resolved, subject to not receiving higher priority Defects
Escalation Target	N/A
Regular Update Target	Every two weeks

Priority Low - P3 (default option on creation)

This applies to minor, non-serious and cosmetic defects. P3 defects are not normally traditionally targeted for inclusion in a specific release. Instead, they are considered for inclusion in a future release if/when the relevant part of the Product is next modified.

Initial Response Target	Within ten working days
Resolution Target	Normal support during Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Escalation Target	N/A
Regular Update Target	Monthly

Support Options

Standard Support

Unless explicitly defined in an existing Master Licence and Services Agreement, or equivalent agreement between a Brady entity and a Customer, the Standard Support hours are:

Product	Support Days	Support Hours and Time Zone
ETRM, PowerDesk Data Manager (EDM)	Monday - Friday, excluding public holidays	08:00 to 17:00 CET
PowerDesk Core	Monday - Sunday, including public holidays	24/7
PowerDesk Edge	Monday - Sunday, including public holidays	24/7
PowerDesk Scheduler/Balancer	Monday - Friday, excluding public holidays	08:00 to 17:00 CET
EDIL	Monday - Friday, excluding public holidays	09:00 to 17:00 UK Time Zones
BCR	Monday - Friday, excluding public holidays	09:00 to 18:00 UK Time Zones
CRisk	Monday - Friday, excluding public holidays	08:00 to 17:00 CET
Igloo	Monday - Friday, excluding public holidays	07:00 to 19:00 UK Time Zones

Extended Support

To discuss additional support needs, please contact your Account Manager.

24/7 Support

To discuss additional support needs, please contact your Account Manager.

For the sake of clarity, any Extended Support and 24/7 Support are subject to additional fees.

Downgrading Tickets

P0 Defects may be downgraded to a P1 Defect if there is no response from you 24 Hours after a request for information. P1 Defects may be downgraded to P2 Defects in 2 weeks. P2 Defects may be downgraded to P3 Defects in 2 weeks and P3 Defects may be reclassified to resolved in 1 week.

Complaint Escalation

If you have a complaint about anything to do with Brady, we'd like to hear from you. Your complaint could be about: an incident you've raised in JIRA, our level of response, not having received a timely status update on your trouble ticket, one of our products or services, our staff, or how your incident is being handled.

All of Brady's Supporters and Account Managers are trained to deal with complaints and our goal is to resolve your concerns as quickly as possible. We will aim to tailor any proposed resolutions to provide a fair and reasonable outcome for all parties involved. Once accepted, we will aim to deliver our mutually agreed resolution to you within an agreed time frame.

How to complain to us

In the first instance, we recommend that you contact the Supporter working on your incident, either via the JIRA ticket, by emailing support@bradytechnologies.com or by telephoning the relevant product support number listed in the 'Contact Us' section of this document.

If you are unable to get a satisfactory resource or action, you have the option to telephone us and ask to speak to the Support team lead. If after communication with the team lead you wish to further escalate the incident, then please ask to talk to the Head of Customer Support.

In the unlikely event that you are not satisfied with the outcome of your conversation with the Head of Customer Support, we recommend that you contact your assigned Account Manager.

Escalation step	Contact role	Means of communication
1 st Contact	Supporter/Help Desk	Emailing support@bradytechnologies.com , or phoning the relevant product support number
Escalation to 2 nd contact	Support Team Lead	Telephoning the relevant product support number (see 'Contact us')
Escalation to 3 rd contact	Head of Customer Support	Telephoning the relevant product support number (see 'Contact us')
Escalation to 4 th contact	Account Manager	Email or direct phone call. In urgent cases, please call.

Version Support Policy

Current -2 (Current Minus Two) Support

Brady will support Current-2, as defined above.

Versions older than Current -2 will automatically transition into End of Support and Support for the Current-2 release will be placed into a Support framework in accordance with the terms and conditions of the Brady Extended Support Policy.

Brady reserves the right to terminate Support after the above minimum period of Support has been provided. Brady may extend Support for longer than one (1) year to allow customers to stabilise on a release or upgrade to a new version.

Extended Maintenance & Support Policy

When the version of a Program licensed by a customer has reached the end of the Standard Support period, Customers may be provided with the option to purchase an Extended Maintenance & Support plan so that Customers have the extra time needed to plan migration to Brady's latest technology. The Extended Support period may vary based on Product Release Number, availability, demand and other business factors at Brady's discretion.

Extended Support includes access to the Support team, including online support tools (JIRA), existing documentation (WIKI), critical patch updates and critical upgrade scripts. Extended Support is only available to you if you maintain an active and current Master Licence and Services Agreement regarding the Product.

To discuss extended version support, please contact your Account Manager.

End of Sales Date Range Notification Policy

Brady will endeavor to communicate End-of Sales notifications at least 60 days prior to the End-of-Sales Date. Brady may provide up to 1-year End-of-Sale notification for more complex product transitions. The following guidelines are used for End-of-Sales notification announcements, but the actual timing is at Brady's discretion. Brady reserves the right to make actual notifications shorter or longer than the prescribed guidelines.

Product Depreciation Policy

Brady will provide a minimum of 12 months' notification before ending Standard Support for Products governed by the Brady Lifecycle Policy if Brady deems there will not be a successor product or service for the deprecated Product. This policy excludes free products, beta release, trial versions and / or releases which may be deprecated without notice.

End of Support Life Notice Policy

Brady will provide a minimum of 12 months' formal written notification prior to ending support for a Product, if no successor product or service is to be offered. This policy excludes Brady products that are classified as free services, preview, beta or early adopter releases.

Products covered under an existing Brady Lifecycle Policy will continue to be supported according to published end of support dates.

The Brady Lifecycle Policy End of Support Life Notification requirements are defined below:

You must be within the definition of Current-2 as per the servicing and licensing requirements published for the Product or Service.

You must have the rights to use the Product or Service. Brady must currently offer support for the Product or Service.

Schedule 2

Support Through JIRA

One of the first steps Brady takes when a support ticket comes in is to make sure it's sent to the right person or team who can address the problem. Making sure this process works smoothly, also known as ticket triage, allows Brady to keep response and resolution times down, prevents internal teams from wasting time sending tickets back and forth, and helps us to identify trends in incoming support tickets. As part of your Standard Support plan Brady provides customers with access to a web-based ticket / incident management system called JIRA.

JIRA is an efficient and effective way for Brady to deliver excellence in customer care and support response. The tool assists us to provide our customers with a consistent and timely end-user Support experience across all products and Brady Service Teams.

Using the JIRA self-service web portal, customers can log problem support tickets, check the status of their tickets, provide information about the problem to Brady Support technicians whenever required, and have centralised control over their trouble ticket / incident reporting and monitoring needs. JIRAs built-in notification rules automatically move support tickets between different Brady service desks routing open incidents to the correct Brady team tasked with supporting the Product. This allows Brady to swiftly triage and assign open tickets, track support requests in real time, communicate with customers and other Brady staff from within the tool, view the history of a request and more rapidly respond to open tickets. JIRA ensures best practice across all Brady Support team members, and eliminates single points of failure that can happen when a Support contact is tied up or away from work at the time of incident reporting.

Incident tracking with JIRA provides a web-based seamless audit trail and gives our global support teams the framework needed to ensure responses aligned to service levels set out in your agreement.

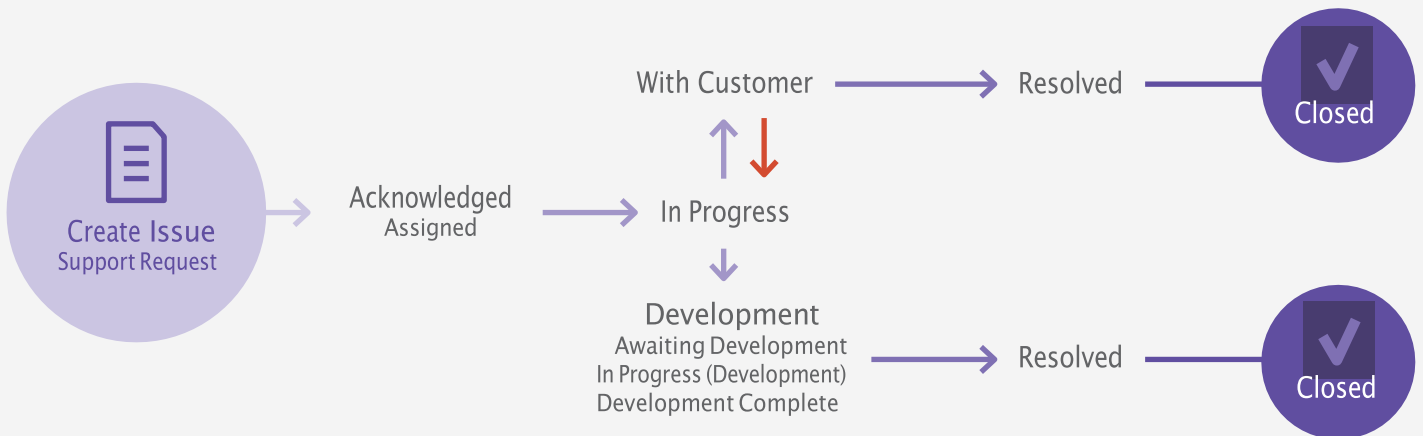
JIRA Incident Types & Workflows

This describes the different types of JIRA incidents and their workflow from creation to resolution.

JIRA Incident Types & Workflows

These are incidents raised to address requests for maintenance related to licensed products. When a defect is identified Brady will release the fix as part of the planned Roadmap release for the product unless it is critical (See Critical defect workflow below).

Standard support ticket progression workflow (non-Critical Issue)

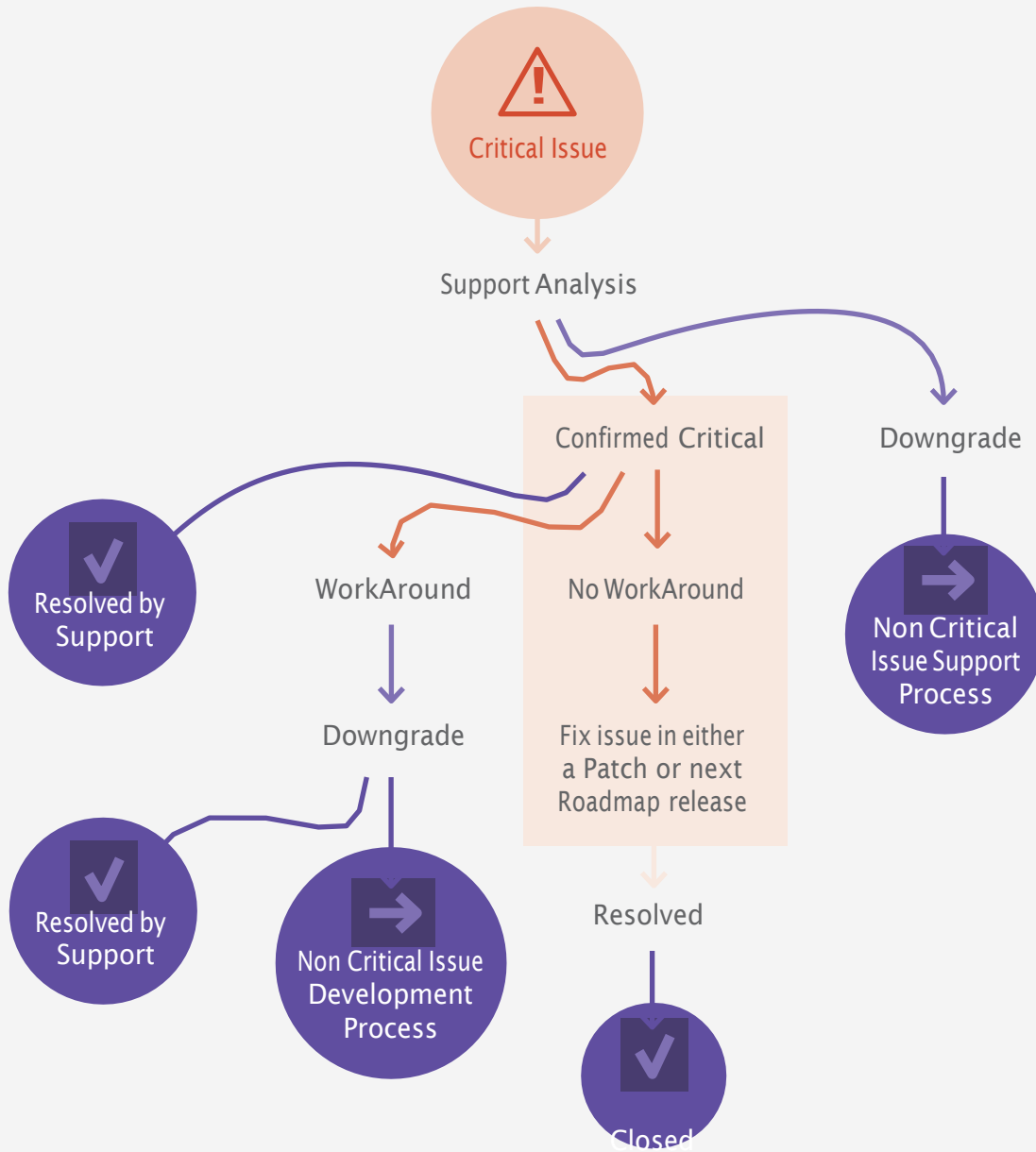


Critical defects

Whenever a P0 defect is identified by you, Brady will treat this as a showstopper. You must create a JIRA ticket detailing the nature of the critical system problem (see 'JIRA User Guide' below). Additionally, you may contact Brady directly on the relevant support number in the 'Contacting Brady' section of this document. Brady will investigate and to all reasonable endeavours provide a solution/workaround to get your system back up and running as soon as possible. Throughout the investigation we will update you on the progress. If we find that there is a suitable workaround or that the Defect was prioritised incorrectly Brady have the right to downgrade the defect to a priority that meets Brady's standard service level requirements. You will be informed why we have downgraded this ticket.

If the defect can only be resolved via a code change or script, we will raise a JIRA ticket with Development who will review the defect and provide feedback. Brady will continue to update you on progress. The code change or script will either be part of a patch or planned roadmap release, depending on whether a suitable workaround for the defect exists.

Critical defect workflow



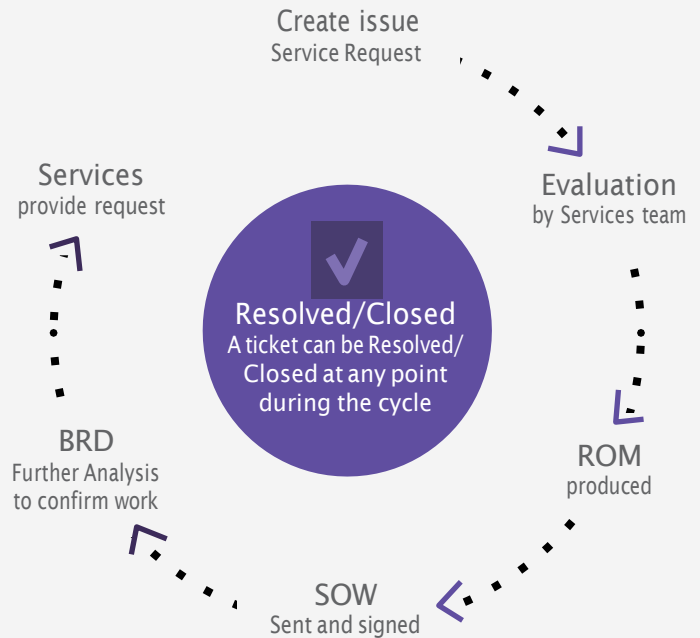
Non-Maintenance Support

When a support request is found to be non-maintenance related professional services, including consulting, training, database administration, User correction and product configuration services, Brady reserves the right to identify the request as a chargeable service request, subject to your Master Licence and Services Agreement.

Service Requests

Incidents raised to address requests for billable services such as product configuration, onsite assistance and application management or training.

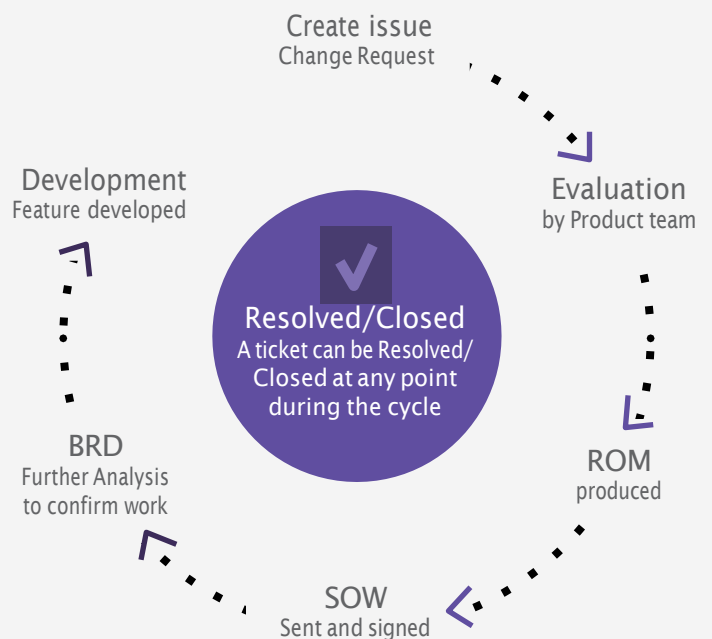
Service Request ticket progression workflow



Change Requests

A change request is a formal request for an adjustment to Brady's standard software Product. This could include, but is not limited to, requests to add new functionality, change existing functionality or modify a standard business process/user interface within the Product to more closely align with your business requirements. Your change request should be submitted in a new JIRA ticket and include a formal declarative statement that details the problem you would like solved, your business needs for requesting the change and your requirements. Once your JIRA ticket has been submitted it is owned by your Account Manager:

Change Request ticket progression workflow



Key JIRA Fields

Field Name	Who Completes This	Description
Type	Customer	Type of ticket being created Support, Change or Service Request
Summary*	Customer	Title of the ticket indicating the primary incident to be addressed
Description*	Customer	A detailed description of the primary incident to be addressed
Steps to reproduce*	Customer	Any specific sequence steps that reproduce the primary incident
Expected behavior	Customer	The behaviour or results expected to be seen from the product/workflow from the Customer perspective
Environment	Customer/Brady	Any environment specific technical or other details that aid in reproducing the primary incident
Priority*	Customer	The priority of the defect occurs in
Affects Version*	Customer	The product version that the defect occurs in
Component	Customer/Brady	Where relevant, the specific product component or module
Attachment	Customer	Any relevant files or screenshots that help describe or prove the defect
System*	Customer	The system in which the defect occurred. Production is the only system for which service levels apply
Assignee	Brady	The Supporter assigned to address the ticket. Assignment of tickets is completed at Brady
Reporter	Automated	The name of the Customer user that created the ticket. This field is automatically populated
Security Level	Automated	The Customer name that ensures no other Customers sees the ticket. This field is automatically populated
Fix Version	Brady	Indicated the target Product/database version that a ticket will be fixed in (assuming it requires fixing)
Support Type	Brady	Indicated the type and level of support administered in the resolution of the ticket
Labels	Customer/Brady	Labels used by either Customer or Brady to help tag and filter specific incidents
FP0 - Database	Brady	For Brady time tracking within the Brady finance systems that link into JIRA
FP1 - Client	Brady	For Brady time tracking within the Brady finance systems that link into JIRA
FP2 - Project	Brady	For Change Requests or non-maintenance support requests, this will be set to the SOW number when the SOW is signed

* Must be completed upon ticket creation. Without these fields populated, the ticket progression and investigation will be significantly slower.

JIRA Incident Tracking - The System Dashboard

Customers can track their open (and previously resolved) tickets using the JIRA System Dashboard:

<https://support.bradypkc.com/Dashboard.jspa?selectPageId=10000>

This dashboard provides the following key ticket information:

- Ticket analysis of all Support Request tickets in the previous 12 months broken down by status
- Ticket analysis of all current open Support Requests broken down by status
- Graphical analysis showing the trend of all incidents created versus resolved in the last year
- An Activity stream showing all open ticket activity and comments
- A two-dimensional filter showing all open tickets by Defect type and priority
- A filter showing all open Support Request tickets
- A filter showing all open Support Request tickets backlogged for fixing Defects with your client ranking
- A filter showing all Defect tickets completed with final Fix Version but not yet delivered
- A filter showing all Defect tickets that have been delivered
- A filter showing all open Service Request tickets
- A filter showing all open Change Request tickets



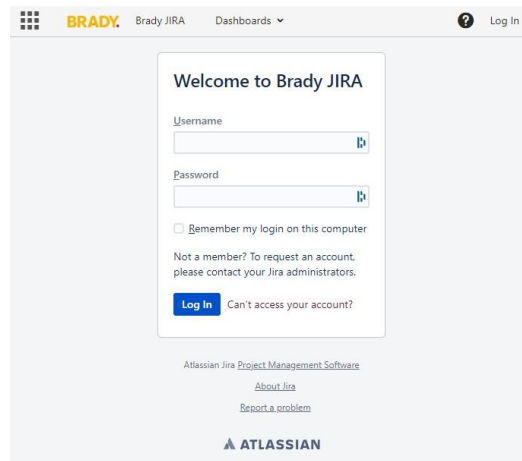
Tip - hover over a JIRA status to see a description of expected action and workflow related to that status.

JIRA User Guide

Logging into JIRA

Go to <https://support.bradypc.com/secure/Dashboard.jspa?selectPageId=10000>

The Login panel will be displayed if you do not already have an active JIRA session login.



Enter your Username and Password and click the Log In button.

Selecting the Remember my login on this computer check box will prevent you from being automatically logged out of JIRA on a given browser and computer. However, your session will not be preserved, e.g. last search.

The system dashboard will be displayed upon opening. This dashboard will show you all open requests with Brady.

If the System Dashboard will not display, please contact Brady Support.

Forgotten Username or Password

Click Can't access your account?

Fill in the fields on the Can't access your account? page, as follows:

If you cannot remember your password, select the Password option and Enter your username in the field provided.

If you cannot remember your username, select the Username option and Enter your email address specified in your JIRA user profile.

Click Send. A new password will be emailed to the email address specified in your user profile.

Creating an Incident/New Ticket

- Click Create at the top of the screen to open the Create Issue dialog box.
- Select the relevant Project and Issue Type on the Create Issue dialog box.
- Type a Summary for the issue and then add:
 - ∴ The Description
 - ∴ Steps to reproduce
 - ∴ Set the Priority according to Brady's service levels set out in this policy.
 - ∴ Add Affects version.
 - ∴ State which type of System this is affecting from dropdown
 - ∴ Add any Attachments at this point if you wish. See (Adding attachments link for further details)
 - ∴ Note: For description of the key JIRA fields see Key JIRA Fields table
- When you are satisfied with the content of your issue, click the Create button.

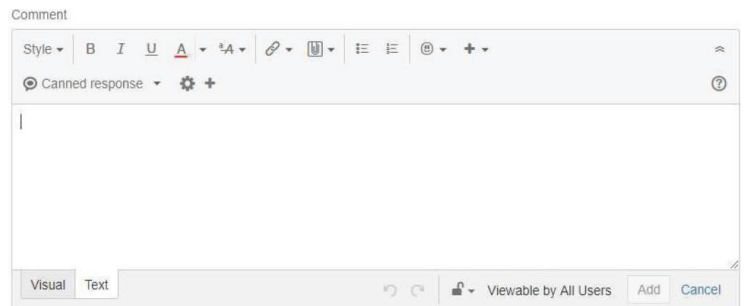
Screenshot: Example 'Create Issue' dialog box

The screenshot shows the 'Create Issue' dialog box. At the top, there is a title bar with 'Create Issue' and a 'Configure Fields' button. Below the title bar, there are two dropdown menus: 'Project' and 'Issue Type'. Underneath, there is a 'Field Tab' section with 'FP codes' selected. The main content area has a 'Summary' text input field and a 'Description' text area with a rich text editor toolbar. At the bottom, there are three buttons: 'Create another', 'Create', and 'Cancel'.

Adding a Comment to a Ticket

- Open the issue on which to add your comment.
- Click the Comment button.
- In the Comment text box, type your comment, using as many lines as you require.
- If you have provided the information Brady has requested, you click on the 'All info provided' button at the top of the ticket. This is important and the focus will be back with Brady to pick up and status gets set back to 'In Progress' otherwise the status will remain 'With Customer'.

Screenshot: Example 'Comment' dialog box



Attaching a File to a Ticket

- Open the JIRA incident to which you wish to attach a file.
 - Select More > Attach Files.
 - The Attach Files dialog box is displayed
 - Click Browse to search for your files.
 - Optional: Enter a comment about the file(s) you are attaching.
 - Click the Attach button. All selected files will be attached to the incident.
- As an easy alternative to the above approach, simply drag and drop onto the ticket.

Attaching a Screenshot to a Ticket

- Capture a screenshot using your system keyboard shortcut.
- Paste the image from your clipboard onto the incident using your system keyboard shortcut or right-click menu. The Attach screenshot dialog will display.
- Enter a filename.
- Select Upload.

Useful Information

- You can mention other users in the Description or Comment field so that an email message will be sent to the user's email address (registered with their JIRA account) upon clicking the Update button.
- In certain text fields for an incident, you can link to other incidents, insert macros, insert images and more.
- You will automatically become a watcher of the incidents that you create. You can add additional JIRA users as watchers if you wish.
 - Click on the 'More' button and select 'Watchers'
 - Start typing their full name in the box on the right-hand side. Then select the name from the dropdown.
 - To remove a watcher, select the user on the left-hand side and click 'Remove'
 - Click on 'Back to issue'
- If you would like to watch a ticket that was raised by your colleague you click on 'Start watching this issue' which is near the top right-hand side of the ticket screen.
- You can track all your old and new incidents using the System Dashboard

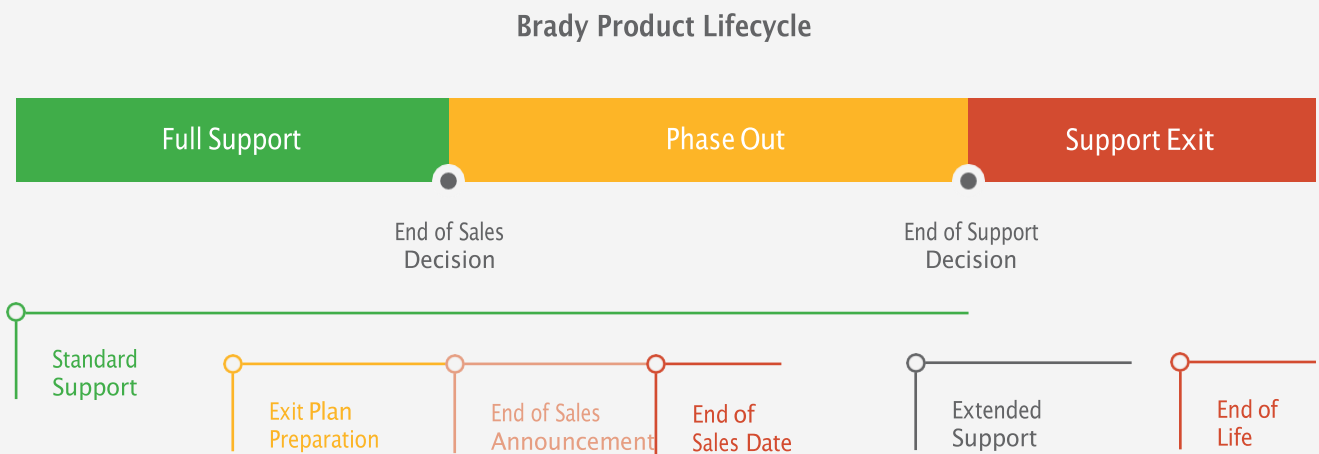
Product Lifecycle Support

Brady Product Lifecycle Policy (PLP)

Brady products covered by this PLP include Software and Web Services licenses by Brady or Brady Authorised Partners.

Brady Products and Services move through the Product Lifecycle Phases, based on the speed of innovation, market demand, component availability and/or customer requirements. The Brady PLP is intended to set expectations for Product serviceability and support.

Brady focuses on the latter stages of the Brady Product Lifecycle Management beginning with the End-of-Sale and concludes with End of Life. Brady reserves the right to amend or change this PLP, at its sole discretion, at any time. Brady's PLP shall not be interpreted to create any contractual obligation by Brady not to provide support for any specific customer or Channel Partner. This Brady PLP combines and supersedes all earlier versions.



Notable Exceptions

The Brady PLP provides a set of standard lifecycle practices and timelines so that customers can proactively plan for Product Lifecycle Management support changes. Some circumstances may create an inability for Brady to adhere to the outlined practices and timelines.

Exceptions

- Brady is not responsible for any support or maintenance commitments made by a Brady Channel Partner or other service provider.
- Manufacturer Support, Extended Manufacturer Software Support and Extended Services Support are not to be confused with a warranty.
- The Brady PLP is global and product agnostic; however, there may be local market conditions that result in specific product variances. Specifically, products covered by Extended Services Support and the duration of Extended Services Support may be market dependent.
- Brady's PLP does not apply to Third Party Products. Original manufactures policies will apply to Third Party Product when resold by Brady.
- As part of Manufacturer Support, Brady reserves the right to choose which product defects will be remedied.

Contacting Brady

The first step is to log a JIRA ticket with full details of the incident. Brady Support will then get an automated email notification of the new ticket and progress the incident accordingly. Should you then wish to make contact on ticket progress, this can be achieved with a comment on the ticket which will then also generate an email notification to Brady Support. If after this approach there is still a need to speak to someone, Brady Support is contactable as follows:

Email: support@bradytechnologies.com

JIRA: <https://support.bradyplc.com/Dashboard.jspa?selectPageId=10000>

Telephone:

Product	Telephone	Product	Telephone
ETRM	+47 990 99 985	AEMO and SEMO	+44 131 526 3961
EDM	+47 993 46 000	BCR	+44 20 3301 1179
Edinburgh Energy*	+44 131 526 3961	PowerDesk Scheduler/Balancer	+44 131 526 3961
EDIL	+44 131 526 3961	PowerDesk Core/Edge	+44 131 526 3961

*Edinburgh Energy contains the following software: EMS, CMS, TAMS, TSAMS, Iceberg, Sector, RiskVision, Settlements and EDT.

Document Version Control

Version Number	Version Date	Version Modifications
1.0	29 th March 2018	Full document creation
1.1	3 rd April 2018	Updated EDM support number
1.2	5 th April 2018	Added Opval and Aquarius telephone numbers. Updated JIRA screenshot
1.3	1 st August 2018	Alignment with the new Brady customer contract template
1.4	9 th August 2018	Updated contact numbers
1.5	12 th October 2018	Updated Standard support hrs for BCR
1.6	12 th March 2019	Reviewed policy and updated
1.7	1 st July 2021	Reviewed policy and updated
1.8	27 th September 2022	Added Crisk and Igloo Support Details
1.9	1 st November 2022	Removed Commodities