Support Services from Tobii Pro

Service Description
As of:
May 21, 2021

Full description of the support services and coverage offered by Tobii Pro.

Summary

Tobii Pro Support Contracts	Core	Premium	Access an Exprt
Coverage includes:	• Hardware troubleshooting • Software bug reporting*** • Online documentation • Onboarding programs	• Hardware troubleshooting • Software bug reporting*** • Online documentation • Onboarding programs • **Live technical support** • **Tips to improve usage** • **Explanation of product concepts and features**	• **Corrupt projects or database recovery** • **Problems or questions not covered by the Core or Premium Support Packages**
SDK	• Bug reporting***	• Not available, refer to Core	• Code review • Programming help
Support replies via:	• Customer Portal	• Customer Portal • **Phone** • **Remote assistance using computer screenshare**	• Customer Portal • **Phone** • **Remote assistance using computer screenshare** • **Access to specialist**
Priority	• Replies within 48 hours • 80% resolved within 10 days	• Replies within 12 hours • 90% resolved within five days	• According to scheduled time
Coverage Period	• Valid for the life of the equipment	• Valid for one year from contract purchase	• Service purchased per hour
Renewal	• N/A	• Annually	• Available at contract expiration
Cost	• Free	• Annual fee	• Hourly charged

Introduction

This document describes the terms and coverage of the product support contracts for both software and hardware from Tobii Pro.

Definitions

Account: A customer (government, academic, medical or commercial entity) who purchased hardware and/or software from Tobii Pro.

Asset: An asset corresponds to a purchased eye tracking device or software license activation from Tobii Pro. The Tobii Pro Eye Tracker Manager (ETM) and Tobii Pro SDK are free products and, thus, not assets.

User: Any person permitted by the account holder to use a purchased asset from Tobii Pro.

Support process: The support process defines the different statuses (stages) and timelines from opening a support case to first answer and resolution.

First answer: Time calculated from the case is opened by the user (status "New case") until a first answer is given by a the Support Team at Tobii Pro. This time is calculated in local Tobii Pro business hours (cf. Support contact information and business hours) and timeline for first answer varies according to Tobii Pro Support contracts.

Resolution: Depending on the nature of the case and the Tobii Pro Support contracts, the resolution can be when the Support Team at Tobii Pro has provided an answer to a question raised by the user, has fixed an issue, logged (addressed) a bug or issued a repair case for Tobii Pro products

Resolution time: Time calculated from the case is opened by the user (status "New case") until the case is set as "Resolved" by the user or the Support Team at Tobii Pro. This time is calculated in local Tobii Pro business hours (cf. Support contact information and business hours) and according to case statuses; timeline for resolution varies according to Tobii Pro Support contracts.

Support case statuses: The statuses used for first answer and resolution time calculation are marked as "Active" (A) and statuses relying on users feedback or availability when the time counter stops are marked as "Inactive" (I).

- **New case (A):** Status when a user open a support case through the customer portal https://connect.tobiipro.com

- **Pending user (I):** Status when the Support Team at Tobii Pro has asked for more information and is waiting for the user to answer.

- **Pending support (A):** Status used when user has provided information or sent a message and is waiting for a reply from the Support Team at Tobii Pro.

- **Overdue – pending user (I):** Automatic status when the case has been in "Pending user" status for too long to achieve the resolution targets of the different service levels, The Support Team at Tobii Pro has to reach out to the user to see if assistance is still needed.

- **Session booked (I):** Status used when a call or remote support cannot be immediateley organized and a time has been booked according to the user availability (services not available for Core Support).

- **Escalated to R&D (A):** Status used when the Support Team at Tobii Pro needs internal input from the product developers to assist the user.

- **Escalated to account manager (A):** Status used when the Support Team at Tobii Pro needs internal input from the account manager to assist the user.

- **Resolved (I):** Status used by the user or the Support Team at Tobii Pro to close the case (cf. resolution definition). After 10 days in "Resolved" status, the case cannot be re-opened and a new case must be issued.

Coverage and validity

The support contracts cover the users of an account and is limited to the assets purchased under that specific account.

The Core Support Contract is free of charge and valid from the time of the hardware or software purchase from Tobii Pro until the product is discontinued and set as "end of support."

The Premium Support Contract is valid for one year from its purchase date. Any additional asset from Tobii Pro purchased during the validity of the Premium Support Contract is covered by the agreement until it expires.

A Premium Support Contract renewal may be purchased on an annual basis. Multiple year coverage is available for purchase, as well.

Only valid support contracts are eligible for assistance from the Support Team at Tobii Pro.

The Tobii Pro Eye Tracker Manager (ETM), Tobii Pro SDK and the Tobii Pro Upgrade Key are only eligible for the Core Support Contract.

For Software as a service (SAAS) products such as Tobii Pro Sprint and Sticky by Tobii Pro Core and Premium contract are not applicable. Support is limited to the live chat on respective platforms.

Price

The annual price of the Premium Support Contract is based on the account size at the date of the renewal.

For accurate pricing, consult your account manager or the Support Team at Tobii Pro.

Service level

Support service is limited to the asset covered by the support contract under normal use as defined in the product user manual and product specifications.

For Core Support Contracts, non-compliance of the recommendations and specifications might lead to extra charges for support assistance.

The support contract does not cover custom software/application development and third-party software/hardware.

The Core Support Contract is limited to:

- Hardware troubleshooting
- Software bug reporting***
- Access to support services only through the customer portal: https://connect.tobiipro.com
    - Replies within 48 Tobii Pro business hours
    - Cases: 80% resolved within 10 days
- Online documentation, FAQs, and onboarding programs for usability questions

The Premium Support Contract includes all services from the Core Support Contract plus:

- Phone access to support services
- Priority treatment
    - First response within 12 Tobii Pro business hours
    - Cases: 90% resolved within five working days
- Access to remote support
- Offering workarounds or tips for better usage when possible
- Explaining unclear product concepts or features
- Escalating feedback on products to other departments at Tobii Pro

***Bug reporting

The Tobii Pro SDK is a free product and requires programming skills. The support team is not able to answer programming questions for the Pro SDK, but they will share bug reports with the development team:

- Description of expected behavior as per user manuals or specifications from Tobii Pro
- Description of the behavior or error message
- Steps to reproduce
- Log files of the software or script used
- Computer specifications (msinfo32 file)

Access an Expert

Outside of the support contract coverage, additional services may be purchased on an hourly basis. Purchased hours must be used within six months at which point they will be expired.

Work one-on-one with an eye tracking or support expert on your most demanding applications or problems. The Access and Expert services include, but is not limited to, custom software development, corrupted project recovery due to improper use of the product, or any issues not covered by the Core Support Contract.

Additionally, the Access an Expert services can also be provided for all stages of a typical eye tracking study. This entails an experienced researcher providing anything from advice or guidance to execution of the task. For example, this may include recommending methodological approaches suitable for a specific research objective, stimulus and study design, identification of potentially useful gaze metrics, participant management and lab set up, data collection, data cleaning and processing, guidance on interpretation of visual behaviour findings.

This service is subject to resource availability. Consultancy should be agreed upon and purchased from the Customer Success Team at Tobii Pro.

Repairs

Please refer to the Tobii Pro Limited Warranty and Tobii Pro Care service description for repair coverage.

Support contact information and business hours

Support will be delivered only if a support ticket is opened through an official channel. The Support Team at Tobii Pro may be contacted worldwide through the customer portal: https://connect.topbiipro.com

Support is delivered in English, Mandarin, and Japanese across various time zones:

Europe: Monday through Friday from 8am to 6pm (UTC+1)
                   Monday through Friday from 9am to 5pm (UTC+2) (Aug and Jul)

North America: Monday through Friday from 8am to 5pm (U.S. Eastern Standard Time)

Japan: Monday through Friday from 10am to 4:30pm (UTC+9)

China: Monday through Friday from 9am to 5:30pm (UTC+8)