SimpliLoad Support Policy

Version 1.2 — Hofstetter Computer Consulting LLC

Effective Date: September 20, 2026

1. Scope of Support

This Support Policy describes the support services provided by Hofstetter Computer Consulting LLC (“Licensor”) for the SimpliLoad software (“Software”) during active, paid subscription periods. Support is provided to assist customers with the installation, configuration, and operational troubleshooting of the unmodified Software container.

In-scope support is limited to:

- guidance on deploying the official SimpliLoad Docker Compose stack;
- configuration of supported SimpliLoad environment variables and application settings;
- investigating and diagnosing verified application bugs or unexpected errors within the Software container;
- clarification on test execution workflows, in-app documentation, and load report outputs.

2. Excluded Support (Out of Scope)

Support is strictly limited to the Software itself. Licensor does **not** provide assistance with:

- installation, administration, performance tuning, or troubleshooting of IBM Cognos Analytics;
- customer-side host infrastructure, operating systems, cloud providers, firewalls, routing, or DNS;
- installation, maintenance, or debugging of Docker Engine or Docker Compose;
- custom development, database modifications, or reverse-engineering of the Software;
- synchronous screen-shares, phone calls, on-site visits, or direct remote access to customer environments.

3. Support Channels and Availability

Support is provided asynchronously via email. Active subscribers may submit support requests to:

Email: support@hofstetr.cloud

Support is available Monday through Friday during standard US business hours, excluding national holidays. Target initial response time is **1 to 2 business days**. Target response times are goals rather than guaranteed Service Level Agreements (SLAs).

4. Customer Responsibilities & Prerequisites

To receive support, customers must:

- maintain a fully functioning deployment environment, including supported Docker Engine and Docker Compose versions;
- ensure the target IBM Cognos Analytics environment is reachable, operational, and properly licensed;
- use an IBM Cognos Analytics environment running version 12.1.3 or later; earlier versions are not eligible for support because required REST API endpoints are unavailable;
- attempt to reproduce the issue using the comprehensive deployment guide and in-app help system prior to submitting a ticket;
- supply container execution logs, configuration files (sanitized of secrets), and clear reproduction steps upon request;
- ensure no sensitive, confidential, or proprietary data is included in support logs or ticket attachments.

5. No Production Load Testing

The Software is designed for pre-production, staging, and sandbox validation. Licensor strongly advises against running load tests against production systems. Executing load tests against a production environment may cause service degradation, dispatcher failure, memory exhaustion, or unexpected outages.

If Licensee chooses to run load tests against a production environment, Licensee does so entirely at its own risk. Licensor shall have zero liability for downtime, performance loss, or operational disruption, and Licensor reserves the right to decline support for issues arising directly from production load testing.

6. Version Lifecycle & Upgrade Policy

Support is provided strictly for the **current major/minor release** (or the immediately preceding minor version) of the SimpliLoad container image. If an issue is reported on an outdated image version, Licensor's primary resolution step will be asking the customer to pull and deploy the latest release tag from the official container registry (`ghcr.io`).

7. Maintenance and Bug Fixes

During an active subscription term, Licensor will make reasonable efforts to resolve verified bugs or security vulnerabilities in the Software. Fixes,

security patches, and minor enhancements will be delivered via updated container image releases published to the official registry. Customers are responsible for pulling and updating their local Docker Compose deployment.

8. Changes to This Support Policy

Licensor may update this Support Policy from time to time. Updated versions are included with each new Software release. Licensee's continued use of the Software after an update constitutes acceptance of the revised Support Policy.

9. Contact Information

For support inquiries, contact:

Hofstetter Computer Consulting LLC
Email: support@hofstetr.cloud
Website: https://www.hofstetr.cloud