

# Third Line Support (Level 3)

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## 1 Overview

Third Line (Level 3) support applies to issues that have been fully verified and can be clearly demonstrated as software faults. This level of support focuses exclusively on problems reproducible within the Quasar demonstration database or under controlled conditions.

Level 3 support is provided on a non-priority basis and without charge, subject to the conditions outlined below.

## 2 Scope of Level 3 Support

Level 3 support is restricted to:

- Software issues that can be *fully reproduced*.
- Clearly demonstrable faults internal to the Quasar software itself.

To qualify for free Level 3 support:

- Level 1 and Level 2 investigations must have been fully completed.
- All user error, hardware, configuration, or environmental issues must be ruled out beforehand.
- Reproduction steps must be provided using the Quasar demo database or specific sample data needed to replicate the fault.

## 3 Submitting a Level 3 Issue

All Level 3 issues must be raised through the official support portal:

<https://support.epos.sale/>

When raising an issue, include all relevant details and complete the following checklist:

- a) What is the issue?
- b) What steps were taken to reproduce the issue using the demo database?
- c) What happens when those steps are followed?

- d) What is the expected behaviour?
- e) What configuration changes or new data were introduced before the problem occurred?

All information must be precise and detailed. Issues lacking sufficient information or clear evidence will not be accepted for Level 3 investigation.

## 4 Response and Fix Policy

- All Level 3 support is provided on a *none-priority* basis.
- Confirmed issues will be reviewed and, if appropriate, addressed in the next scheduled software release.
- In exceptional cases, urgent software patches may be issued sooner.

## 5 Documentation Requests

Missing or unclear documentation may also be raised as Level 3 support items through the same support portal. Documentation updates or clarifications will generally be delivered within one month.

## 6 Limitations and Exclusions

All free support operates on a non-priority basis with no guaranteed resolution or time-frame. Level 3 support does not cover:

- Requests made outside the support system.
- Priority or time-sensitive support requests.
- Customisation requests or development work.
- Reinvestigation of Level 1 or Level 2 issues.

These services are chargeable under the terms described in the **Online Support Guidance** document.

## 7 General Notes

Level 3 support is offered informally and voluntarily. There is no contractual obligation or payment for ongoing development or investigation work.

Where practical, limited assistance will be provided on genuine software faults once satisfactory investigation has been completed and the issue is confirmed as reproducible.

In practice, Level 3 investigations assume that lower-level teams have performed adequate diagnostic steps. Experience has shown that many reported problems arise from configuration or environmental causes, and it is not standard industry practice for software suppliers to provide free investigation of client-specific setups.

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**End of Document**