Service Level Agreement

Document Version 2.6
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Contents

Preface

History

Version 2.6

Version 2.6 of this document was released on July 26, 2022 with changes for the following sections:

- Support Contact Options: the description was improved to emphasize that level 1 and 2 incidents must be reported by phone first in order to guarantee the response times.

Version 2.5

Version 2.5 of this document was released on September 16, 2019 with changes for the following sections:

- Service Levels: "Support Lifecycle" at the bottom of the table was changed.
- Support Contact Options: description was improved.
- Incident Severity Levels and Correction Goals: changes to reflect that goals cannot be guaranteed, because they depend on factors we cannot influence.

Version 2.4

The company name was changed from comForte 21 GmbH to comforte AG on July 24, 2018.

Version 2.3

Version 2.3 of this document was released on April 24, 2017. Added the new address of the German headquarters: Abraham-Lincoln-Str. 22, 65189 Wiesbaden.

Version 2.2

Version 2.2 of this document was released on May 26, 2015. Added text to the 'Support Contact Options' section to require support requests to be submitted in the English language.

Version 2.1

Version 2.1 of this document was released on June 1, 2011. A new phone number for the Asia/Pacific region was added to the section "Support Contact Options".

Version 2.0

Version 2.0 of this document was released on January 14, 2010. It contains changes for section "Service Levels (former "Support Packages") and an additional section "Support Regions":

- Service Level Window is tied to the location of the systems (instead of customers).

- Service Levels (Support Packages / former Support Types) are now named " Gold Support" and "Platinum Support" instead of "Standard" and "24x7".

Version 1.2

Version 1.2 of this document was released on August 18, 2009. The document title was changed.

Version 1.1

Version 1.1 of this document was released on January 20, 2009. The document was reformatted without changes to the content.

Version 1.0

Version 1.00 of this document was released on December 8th, 2008. It defined the support levels "Standard Support" and "24x7 Support".

Service Level Agreement (SLA)

Service Levels

In the following table, "Response Time" is defined as the time between receipt of the call and the time that a Support Team member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

The response time immediately starts with receipt of your incident report or service request. Prerequisite is that your request arrives within the Service Level Window (SLW). If your request arrives outside of the dedicated Service Level Window, then the response time starts with the next regular Service Level Window for the next business day as defined in your service contract agreement.

Service Level	Gold Support ("Standard")	Platinum Support ("24x7")
Service Level Window (SLW) (Hours of operation based on the **time zone of one of three different support regions** (see "Support Regions"); the time zone is determined by the **location of the customer's NonStop system**)	Mon. - Fri. 08:00 a.m. - 05:00 p.m.	***For Incident Levels 1&2*** – Critical or High Impact Incidents - Mon. – Sun. 00:00 – 24:00 ***For Incident Levels 3,4 and 5*** - Medium, Low or no Impact Incidents - same as "Gold Support"
Maximum Response time in SLW for ***Incident Levels 1 & 2*** – Critical or High Impact Incidents	4 hours	2 hours
Maximum Response time in SLW for ***Incident Level 3*** – Medium Impact Incidents	1 day	1 day
Maximum Response time in SLW for ***Incident Levels 4 & 5*** – Low and No Impact Incidents	2 days	2 days
Permitted Support Requests Per Year	Unlimited	Unlimited
Support Lifecycle	As a general rule, bug fixes and technical patches will only be delivered with the latest release of the product. New releases are always built with backward compatibility in mind, however in rare cases full backward compatibility might not be possible. For certain products comforte may decide to deviate from this scheme.	

Support Regions

The time zone for the Service Level Window is determined depending on the region location of the customer's NonStop system.

Support Region	Time Zone
Americas North America | Central America | South America | Canada	US Central Standard Time GMT – 6 including daylight savings time excluding US public holidays
EMEA Europe | Middle East | Africa	German Standard time GMT + 1 including daylight savings time excluding German public holidays
Asia-Pacific (AP)	Australian Eastern Standard Time GMT + 10 – (April-September), Australian Eastern Daylight Time GMT + 11 – (October-March) excluding Australian public holidays

Support Contact Options

Web Support Portal: www.comforte.com/supportrequest [1]	Please use the comforte Web Support Portal, to report a new incident or service request to our support team. The Web Portal is available 24x7. Upon reporting an incident or service request, you will receive a ticket number that should be used in all communication regarding the ticket. The Web Portal also allows for easy upload of any analysis information (log files, dumps, configuration files, etc.) that will facilitate a quick resolution to the problem. ***Important Note***: If you have a Platinum (24x7) support contract, **level 1 and 2 incidents must be reported by phone first** in order to guarantee the response times as specified in the Service Level description.
E-mail Support: [1] support@comforte.com	Any follow-up information for an incident or service request can be communicated by using e-mail.
Telephone Support: [1] USA/Canada: 1-800-231-4317 Asia/Pacific: +61-2-80149451 EMEA: +49 (0) 3391 4557-80	A phone call to one of the numbers listed here has to be made in case of a critical or high impact incident and a Platinum (24x7) support contract. A support dispatcher will answer your call and notify the technical team, depending on the criticality of the problem and your service level (Gold or Platinum). In case you need a phone call to discuss your problem, you have to create a ticket first using the Web Support Portal before you agree a telephone session with your support analyst. Please make sure you provided all required information to understand the problem beforehand.
Remote Desktop Sharing: [1] (Contact Support for details)	Desktop sharing sessions can be set up to troubleshoot problems more effectively rather than just using phone or email support only.
Notes: [1] All support requests must be submitted using the **English** language. If we have specific language resources available for special language requests (e.g. for technical meetings, etc.) we will do our best to accommodate if realistically possible. Otherwise, there may be delays in processing your support request if it is submitted in a language other than English.	

Incident Severity Level Definitions

Severity Level	Description
1 – Very High Impact (Critical)	An extreme impact on a production system with no workaround or alternative available. Examples include: * A complete loss of service even after a restart has been performed. * Service hangs or is unusable.
2 – High Impact	A high impact on a production system. Essential service operations are disrupted but a workaround exists which allows for the continuance of essential operations.
3 – Medium Impact	A medium impact on a production or test system that involves a partial or limited loss of non-critical functionality but a workaround exists which allows for the continuance of normal operations.
4 – Low Impact	A low impact on a production or test system that involves no loss in functionality or a general usage question including questions that reference product documentation.
5 – No Impact	No impact is seen on the quality, performance or functionality of the product. Examples include: * Requests for new products. * Requests for product enhancements (RFE).

Incident Severity Levels and Correction Goals

Failures or service requests are assigned a severity level (Level 1 through 5). Each severity has an associated temporary correction (workaround) and permanent correction response time goal.

Correction goals can never be guaranteed, because due to external reasons we may not be able to a goal, for instance the root cause of the problem may not be located in our software, the information available to analyze the problem may not be sufficient or we might not be able to reproduce the problem in our test environment.

The goals listed below are the goals we are always aiming at. Please help us by making reasonable efforts to provide a complete test case including all necessary information (log files, dumps, etc.) that will allow a joint technical support effort to be able to reproduce the failure.

Severity Level	Temporary Correction Goal (Workaround)	Permanent Correction Goal
1 - Very High Impact (critical)	Commercially reasonable effort until fixed or a suitable workaround provided.	Within 30 business days.
2 – High Impact	Fix or suitable workaround provided within 3 business days.	Within 60 business days.
3 – Medium Impact	Fix or suitable workaround provided within 5 business days.	Within 90 business days.
4 – Low Impact	In next feasible product release. Customer will be notified when a fix becomes available.	In next feasible product release.
5 – No Impact	All enhancement requests are reviewed by the comforte product manager before each major or minor release.	All requests are considered, but may or may not be included in a future release.

Ticket Closure Information

Severity Level	Closure Condition
1 - Very High Impact (critical) 2 – High Impact	The ticket will be considered to be closed when the customer receives a workaround or information that resolves the issue and the customer agrees that the issue has been resolved.
3 – Medium Impact	The ticket will be considered to be closed under one of the following conditions: * Customer receives a workaround or information that resolves the issue and agrees that the issue is resolved. * Customer has not responded to comforte after workaround or information was provided. * Customer has not responded to comforte after additional information was requested. * The ticket will be closed 10 business days after the final e-mail has been sent to customers e-mail address. Ticket can be reopened if the issue has not been resolved.
4 – Low Impact 5 – No Impact	The ticket will be considered closed under one of the following conditions: * Customer receives an information that resolves the issue and agrees that the issue is resolved. * Customer has not responded to comforte after information was provided. * Customer has not responded to comforte after additional information was requested. * The ticket will be closed 5 business days after the final e-mail message has been sent to the customers e-mail address.
Ticket Escalation	The severity level for a reported incident will be determined jointly by the customer. In the case of severity 1 & 2 failures, regular status updates will be provided to the customer.