

Open-Xchange™

Support Definitions



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Table of Contents

- 1 Introduction 2
- 2 General Definitions 2
 - 2.1 Support Services 2
 - 2.2 Customer Support Services 2
 - 2.3 Standard Annual Support Services 3
 - 2.4 Advanced Annual Support Services 3
 - 2.5 Open-Xchange Products..... 3
 - 2.6 Licensee 3
 - 2.6.1 For SaaS..... 3
 - 2.6.2 For Packaged Products..... 3
 - 2.7 Licensee's Product 3
 - 2.8 Customized Solutions 4
 - 2.9 Joint Solution Environment 4
 - 2.10 Incident..... 4
 - 2.11 Problem..... 4
 - 2.12 Emergency..... 4
 - 2.13 Hazardous Environments 4
 - 2.14 Known Error 5
 - 2.15 Enhancement 5
 - 2.16 Workaround 5
 - 2.17 Patch Release..... 5
 - 2.18 Restoration 5
 - 2.19 Resolution..... 6
 - 2.20 Change Request 6
 - 2.21 Minor Release / Maintenance Release..... 6
 - 2.22 Major Release / Service Packs..... 6
 - 2.24 De-Escalation Task Force 7
 - 2.25 Support Key 7
- 3 Severities..... 7
 - 3.1 Severity 1 – Blocker..... 7
 - 3.2 Severity 2 – Critical, Major..... 7
 - 3.3 Severity 3 – Normal, Minor 7
 - 3.4 Severity 4 – Trivial, Enhancement, Feature Request 8
- 4 Service Level Agreements (SLA)..... 8
 - 4.1 Support Availability 8
 - 4.2 Term..... 8
 - 4.3 Response Times 8
 - 4.3.1 Time to Restoration..... 8

4.3.2 Time to Resolution	8
4.4 Number of Service Requests	9
4.5 Communication Channels.....	9
4.6 Open-Xchange Contact	9
4.7 Remote Support	9
4.8 Supported Solutions.....	9
4.9 Status Tracking (Ticket System)	9
5 Process Definitions	10
5.1 Schematic Overview of Open-Xchange's Support processes	10
5.1.1 External View	10
5.1.2 Internal View.....	10
5.2 Feature Requests.....	10
5.3 Patch Release-Process.....	10

1 Introduction

This document describes the all the important definitions and words needed for Open-Xchange's Support offerings.

2 General Definitions

2.1 Support Services

Support Services is the collective term for any telephone, electronic or personal technical support assistance provided to Licensee by Open-Xchange. *Support Services* are available in tiered plans with different service and performance levels ("Service Levels").

2.2 Customer Support Services

"Customer Support Services" (CSS) are the documents, which contain the available *Support Service Offerings* and the associated *Support Level Agreements* (SLA) for SaaS and Packaged Products. The CSS is subject to change without prior notice and is published at

<http://www.open-xchange.com/support>.

The published CSS version is valid. The previous version remains valid for the purchased period.

2.3 Standard Annual Support Services

“Standard annual Support Services” are annual support services defined in the CSS.

2.4 Advanced Annual Support Services

“Advanced annual Support Services” are support services defined in the CSS, where a named support specialist is assigned to a Licensee.

2.5 Open-Xchange Products

„Open-Xchange Products” are all Software products and their associated Documentation to which Open-Xchange Inc. owns the intellectual property rights at their most recent general release level as defined by Open-Xchange Inc. from time to time as posted on its webs site.

2.6 Licensee

2.6.1 For SaaS

Shall mean the party who purchased or licensed Open-Xchange's Product in order to provide a joint solution environment of *Open-Xchange Products* and *Licensee's Products* to Licensee's End Customers.

2.6.2 For Packaged Products

Shall mean the party who purchased or licensed Open-Xchange's Product in order to provide a solution environment of *Open-Xchange Products* to Licensee's *Users*.

2.7 Licensee's Product

Shall mean the Product provided by *Licensee* to their End Customers, as explicitly listed in the individual Support agreement, in connection with, supplemental to, or building upon the *Open-Xchange Products*, as supported by the *Licensee*.

2.8 Customized Solutions

„Customized Solutions“ (or „Solutions“) are customer-specific releases of the Open-Xchange Software provided by Open-Xchange to Licensee that have been modified or changed and are “Derivative Works”. Derivative Works created by Licensee or third parties must be certified by Open-Xchange before they can come under a support contract. The intellectual property rights to all Derivative Works related to the Software shall remain with Open-Xchange Inc.

2.9 Joint Solution Environment

All systems, including software, hardware, and documentation, which Open-Xchange or the *Licensee* provide, host or offer to End Customers.

2.10 Incident

Shall mean any event which is not part of the standard operation of a service in the solution environment of a *customer*, which is related to a failure or functional impairment of a product or with the reasonable likelihood that a malfunction is caused by a *product* and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

2.11 Problem

Shall mean an unknown underlying cause for one or more *Incidents*.

2.12 Emergency

“Emergency” is any situation wherein the normal usage of the Open-Xchange Software is infeasible due to its malfunction and that cannot be circumvented or remedied by Licensee.

2.13 Hazardous Environments

„Hazardous Environments“ are environments that require to be operated failsafe like the operation of nuclear facilities, aircraft navigation, communication systems, air traffic control machines or other activities in which the failure of the Support Services to attain a desired result could lead to death, personal injury, or severe property or environmental damage for which Open-Xchange shall not be responsible.

2.14 Known Error

Shall mean a *Problem* that is successfully diagnosed and for which a *Workaround* has been identified or *Maintenance Release* is planned.

2.15 Enhancement

Shall mean any error correction, modification, revision, improvement or new release to the Product that Open-Xchange elects to supply to its Customers, but does not include any new product or product that is separately priced and licensed by Open-Xchange.

Enhancements shall be developed at Open-Xchange's sole discretion.

2.16 Workaround

Shall mean a recommended change to the production environment, e.g. a Configuration change, a change of the underlying infrastructure, or an application change carried out in order to bypass the *Problem*. Workarounds also may include advice for end users to act differently or to use alternative steps to attain a result.

2.17 Patch Release

Shall mean a customized Change of Open-Xchange's product, temporary of nature, to fix a customer's problem. Patch Releases are one-offs, special one-time builds not fully regression tested and/or recertified. This means they are supported by Open-Xchange for this particular Incident but not maintained. This means they will not be updated if e.g. a security Problem is found.

2.18 Restoration

Shall mean a provisional repair of a customer's problem e.g. through the provision of a workaround or a Patch Release.

2.19 Resolution

Shall mean the provision of a final solution of a customer's Problem e.g. through provision of a Maintenance Release or a workaround if no structural resolution is feasible. If creating a Maintenance Release or building a Patch Release isn't reasonable from technical or efficient point of view a provisional solution might

be a solution, too. In any case the restoration and resolution time are only valid for the Open-Xchange parts of the provided Software.

2.20 Change Request

Shall mean the request to change a software program, its source code or configuration, a hardware component or a combination of hard- and software within the Production Environment. In the context of this document a Change will be the attempt to create a Restoration or a structural Resolution of a Problem.

2.21 Minor Release / Maintenance Release

Shall mean a Change of Open-Xchange's Product which is released on an as needed basis, for example when a Problem or a set of Problems are affecting a number of customers severely and one cannot wait for the next Major Release / Service Pack. Minor Releases / Maintenance Releases go through quality assurance testing and do not change APIs. To be eligible for Support, the latest Minor Release / Maintenance Release needs to be installed.

2.22 Major Release / Service Pack

Shall mean a major update of Open-Xchange's Product that will normally include all the Changes provided by Maintenance Releases for the current version. They are cumulative so a customer has to install the latest Major Release / Service Pack only to benefit from all Changes that are available so far for this Open-Xchange Product. As appropriate, Problems and Known Errors identified but not fixed in the Service Pack will be documented in the release notes. Service Packs also provide functional enhancements. They are provided to every customer free of charge who has a valid maintenance entitlement at the Major Release's / Service Pack's release date. Customers therefor are encouraged to install all Major Releases / Service Packs as soon as feasible.

2.24 De-Escalation Task Force

Shall mean a team of technically skilled experts staffed by Parties, and possibly other third parties, who will be temporarily involved to discuss and to determine the cause(s) of a Problem and to solve the Problem. The purpose of the De-Escalation Task Force is to attain fast downgrade of *Severity*.

2.25 Support Key

„Support Key“ is the (electronic) credential required to access the Open-Xchange Support Services either via telephone or electronic (web or email) services.

3 Severities

The Severity of an Incident determines the impact it has on the customer's business and therefore the urgency of solving an Incident of a certain impact.

3.1 Severity 1 – Blocker

Shall mean Incidents that are defined as a catastrophic outage and/or have a critical impact on the customer's ability to conduct business. The customer cannot produce. The customer's system, application, or option is down and no procedural workaround exists.

3.2 Severity 2 – Critical, Major

Shall mean Incidents that are defined as high-impact problems. The customer's operation is disrupted, but there is some capacity to produce. The problem may require a fix prior to the next release for the current customer system.

3.3 Severity 3 – Normal, Minor

Shall mean *Incidents* which involve partial, non-critical functionality loss, one which impairs some operations, but allows the customer to continue to operate. This may be a minor issue with limited loss or no loss of functionality or impact to the customer's operation. This includes but is not limited to documentation and translation errors.

3.4 Severity 4 – Trivial, Enhancement, Feature Request

Shall mean general usage questions, recommendations for product enhancements or modifications, and calls that are passed to the Parties for informational purposes.

4 Service Level Agreements (SLA)

SLAs define target *Response* and *Restoration Times* depending on a Problem's *Severity Level* and on the corresponding Support Level (CSS) the customer has. Open-Xchange may modify the Severity levels and upgrade or downgrade the *Severity Level* of an Incident, reported by the customer, at any time in mutual agreement.

4.1 Support Availability

The business hours Open-Xchange Support can be reached.

4.2 Term

The duration of validity for the corresponding Support offering.

4.3 Response Times

Open-Xchange will respond to an *Incident* filed by the customer by assigning a resource and responding to the requester in the time frames outlined in proper support offering. *Response Times* are applicable for the initial response to the licensee's request.

4.3.1 Time to Restoration

The primary goal of *Restoration* is to lower the impact on operation as fast as possible, which means the *Severity* of the *Incident* by providing a *Workaround* or a *Patch Release*.

4.3.2 Time to Resolution

The goal of *Resolution* is to provide a permanent solution through e.g. the provision of a *Minor Release* or by providing a Fix within a *Major Release*.

4.4 Number of Service Requests

Shall mean the number of support requests the licensee can send to the Open-Xchange Support Team without being charged with additional costs. One request must not contain more than one described *Incident*.

4.5 Communication Channels

Depending on the support level, the initial support request can be filed by either an email and/or a phone call. Details are specified in the CSS.

4.6 Open-Xchange Contact

All contact with Open-Xchange Support is done via the Support Desk. Specific Support contracts may define an „Assigned Support Engineer“ (ASE) or „Dedicated Support Engineer“ (DSE) who is the customer's assigned contact person at Open-Xchange.

4.7 Remote Support

Shall mean whether the *Support Service* includes remote access to the customer's production/test environment.

4.8 Supported Solutions

Describes the Open-Xchange Software which is supported by the corresponding Support agreement.

4.9 Status Tracking (Ticket System)

All Incidents are tracked in a ticket system. Depending on the Support level, *Licensee* has access to this ticket system to track the changes to their Incidents online.

5 Process Definitions

5.1 Schematic Overview of Open-Xchange's Support processes

5.1.1 External View

A schematic diagram describing the Support process of Open-Xchange from a customers view can be found on the Open-Xchange website.

5.1.2 Internal View

A schematic diagram describing the Support process of Open-Xchange from an internal view can be found on the Open-Xchange website.

5.2 Feature Requests

Missing features, which are expected from Licensee to be available in the product are no *Problems*, but so called *Feature Requests*. They can be introduced into the feature planning for upcoming product versions.

Open-Xchange Support will accept reports of such issues, will qualify them as *Feature Request* and introduce them into the internal product planning process. The *Incident* will be closed after that as resolved.

Depending on the Support Level, this *Feature Requests* will be part of the regular Process improvement calls. It is in Open-Xchange's sole discretion, if the requested feature will be included in one of the next *Major Releases*.

5.3 Patch Release-Process

If a *Problem* is escalated successfully, Open-Xchange will provide *Licensee* with a Patch Release:

The Support engineer requests the build of the Patch Release from the Release-Manager. The Release-Manager coordinates the build of the Patch Release and evaluates the potential risks to interfere with other parts of the product. He takes care, that the packages will be built, are correctly digitally signed and include the necessary documentation.

The packages will be limited tested on Open-Xchange internal test systems for basic operation and it will be ensured, that the requested *Problem* is fixed if this can be reproduced in the test environment. It may happen, that this verification can only happen on *Licensee's Production System*.

After that verification, the packages will be published for *Licensee*.