

## **Open-Xchange Support Services and SLA**

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## **1 Introduction**

This Support Services document contains the Support offerings from Open-Xchange, in the following named “Company” for all products including Dovecot Pro and PowerDNS Pro. It describes the interaction between Customer and Open-Xchange’s Support Services.

This document serves as reference to the parties involved and was written with the intention to support the parties to make the best use of technical support resources. It embraces all agreements concerning the technical support. It will be made available to the respective members of staff of both parties. The document lists all relevant contact information of both partners and furthermore serves as internal guideline for Company and Customer.

## **2 Definitions**

An overview for all mentioned support specific wordings in this document can be found within Annex E: Support Definitions document.

The General Terms and Conditions for Software Support apply for all Support Services from Company.

### 3 Support Feature Overview

Features	Standard Support	Premium Support (24x7)	Platinum Support 24x7
Access to forums, knowledge base and mailing lists	Yes	Yes	Yes
General Support Availability	Weekdays 09:00 - 18:00 CET	Weekdays 09:00 – 18:00 CET	Weekdays 09:00 – 18:00 CET
24x7x365 Support Availability	No	Yes, Severity 1	Included, Severity 1&2
Maximum Response Time (for highest Severity)	4 hours	2 hours	1 hour
Maximum Restoration Time (for highest Severity)	48 hours	24 hours	8 hours
Maximum Resolution Time (for highest Severity)	10 business days	5 business days	5 business days
Maximum Number of Incidents	25 Tickets / year	Unlimited during validity	Unlimited during validity
Communication channels	E-mail	E-mail / Phone via Call Back (Call in for Severity 1 outside business hours)	E-mail / Phone via Call Back (Call in for Severity 1&2 outside business hours)
OX Contact Person	Service Desk	Service Desk	Service Desk Dedicated Person for: - regular Reviews - escalations
On-site visits	No	No	2 days on-site visits per year
Remote Support	No	Optional	Optional
Online Status Tracking	Yes	Yes	Yes
OX Drive Clients and OX Mail App included	No	Yes, separate SLA	Yes, separate SLA
User Limit	Less than 250k users	Less than 1M users	N/A

## 4 SLA for the Support Services

All times in the following tables are valid for Business Hours between 9:00am – 6:00pm CET excluding German public holidays for Severity 3 and Severity 4. Support for Severity 1 and Severity 2 (Platinum) or Severity 1 (Premium 24x7) is available 24x7x365.

### 4.1 Standard Support

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	4 hour	48 hours	10 business days
2	4 hours	7 business days	20 business days
3	24 hours	-	-
4	1 week	-	-

### 4.2 Premium Support 24x7

24x7 Support available for Severity 1 Incidents.

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	2 hour	24 hours	5 business days
2	2 hours	5 business days	10 business days
3	24 hours	By Agreement	Next Major Release
4	1 week	-	By Agreement

### 4.3 Platinum Support 24x7

24x7 Support included for Severity 1 and Severity 2 Incidents.

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	1 hour	8 hours	5 business days
2	2 hours	48 hours	10 business days
3	24 hours	By Agreement	Next Minor Release
4	1 week	-	By Agreement

### 4.4 OX Drive Clients and OX Mail App

Severity	Resource assigned and initial response	Time to Resolution
1*	1 hour	10 business days
2	4 hours	20 business days
3	24 hours	Next Minor Release
4	1 week	By Agreement

\* Severity 1 only applies for Security Incidents

#### **4.5 Repeated Failure**

If an Incident of Severity 1 or Severity 2 appears again after the underlying Problem was resolved, and the Incident was closed successfully, then the Incident will be defined as a “Repeated Incident”. Customer may request the special handling of “Repeated Incidents” described in the next paragraph if it is caused due to a Software Bug in the Company’s software or other reasons in the Company’s primary responsibility and control.

When the same Incident is opened the third time the Company shall assign a dedicated person to the process. This person will provide daily reports about the status of the root cause analysis and (if needed for better understanding) provide direct access to the involved engineers.

#### **4.6 Conditions for SLA to apply**

SLA only applies when the following conditions are met:

- Customer has paid in full all outstanding software license, support and maintenance fees
- The Solution has been jointly accepted into production. Note that intermediate updates of (part of) the Solution will require the ‘joint acceptance’ to take place again.
- Customer provides test account(s) within Joint Solution Environment
- The Joint Solution environment or at least Company’s software is setup according to Company’s Instructions (including Architecture and High-availability and Scaling guidelines)
- Customer provides either access to or the information from a monitoring system
- The failure is not the consequence of a misconfiguration by the Customer
- The failure is not a consequence of malicious activities afflicting the platform
- Customer has agreed to deploy every upgrade on recommendation of Company in case it solves a reported Incident.
- No software other than the certified Operating System, Open-Xchange Software and jointly agreed and tested software, e.g. for monitoring or analytics are running on the Solution Environment
- Force Majeure or any Incident outside the sphere of influence of the Company are excluded.

- An Incident or a Problem has been reported through a ticket into Company's ticket system in English
- The Incident and Problem description is easy to understand and clear

#### **4.7 Acceptance into production**

In order for the solution to be covered by this SLA the solution needs to be (jointly) accepted into production. This means both parties verify the system is running stable and according to expectations and specifications at the moment of acceptance.

Note that if updates are performed on a 'live' Solution, great care of ensuring the availability of role-back procedures have to be taken. Also, depending on the update-strategy, the Acceptance has to be repeated for the new situation.

## **5 Security**

Security Incidents will be handled following a dedicated process, including public announcements of security related Patch Releases. Documentation of this process is available on request.



## 6 Support and Maintenance Coverage

### 6.1 Supported Components

All components as defined within “Annex A Product Definitions” and not excluded in 6.2 Exclusions from Support and SLA.

### 6.2 Exclusions from Support and SLA

Company provides support for analysis of all reported Incidents. Full Restoration and Resolution will only be provided for software produced and supplied by Company.

Recommendations for the configuration of components not produced and supplied by Company of the Joint Solution Environment will be provided on best effort. Restoration and Resolution for such components will not be provided. First level support for such components, for example support to install and/or configure client software, will be provided by Customer based on Company’s documentation. Such components include, but are not limited to:

- Synchronization with End User Devices and 3<sup>rd</sup> Party Client Software, for example:
  - IMAP Clients
  - Groupware and Collaboration Clients
  - Clients on Mobile Devices
- Components used in the Joint Solution Environment not supplied by Company, for example:
  - Operation Systems
  - Load Balancer
  - Apache HTTP Server
  - MySQL Database
  - Systems outside the operations premises
  - Implementation of the Supported Components on unsupported Operating Systems
  - 3<sup>rd</sup> party software for monitoring and analytics or other software installed on servers running the Supported Components which have not been certified by Company

- Alterations or revisions to the servers running the Supported Components made by Customer without prior guidance by Company or not part of Company's documentation
- Continuous support requests for issues where Company has
  - provided a correction or upgrade which has not been implemented by the customer
  - requested data from the Customer which has not been provided

### **6.3 Exclusions from Support and SLA for OX Drive Clients and OX Mail App**

Support and SLA of the OX Drive Clients and OX Mail App exclude the process and time for the processing of any software update or patch through the respective AppStores being Apple iOS AppStore, Apple Mac AppStore and Google PlayStore (delivery channel). Company cannot control or determine whether or not an AppStore provider accepts an update or patch or which time it takes for making an update or patch available. Company is not liable for any damage related to the unavailability of an update/patch in the respective AppStore.

The conditions described in this document only relate to the time that it takes company to make a patch or update available to be processed by the respective delivery channel (e.g. AppStore). It does not include the time for the processing in the respective delivery channel.

Excluded are device specific Incidents related to a particular device, brand or model. Support is only provided for the defined operating system version and defined reference devices as published on Company's website.

## **7 Allocation of Responsibilities between Customer and Open-Xchange**

Customer will be responsible for providing Level 1 and Level 2 Support to End Customers and Users for the Joint Solution Environment.

When an End Customer contacts Customer for support services, Customer's support personnel will first work with such End Customer on Incident identification and verification of Known Errors or Problems before contacting Company for support services.

Customer shall have trained and maintain a sufficient number of capable technical personnel to carry out the Level 1 Support and Level 2 Support obligations and responsibilities hereunder.

## 8 Interaction with Open-Xchange Support

### 8.1 Opening Incidents with Open-Xchange

If Customer wants to escalate an Incident or Problem to Company, a support ticket has to be filed per E-Mail. When filing a ticket, the License key obtained from Company has to be entered into the E-Mail.

The License Key controls the SLA in Company's ticket system. The ticket will then get a priority based on the relevant Support Level. The Company support employee the ticket is assigned to will either solve the Incident or Problem or escalate the ticket. From then, Customer and Company will exclusively communicate through Company's ticket system or other appropriate communication tools.

### 8.2 How-To Contact Support

When opening an Incident to Company, Customer will provide the needed information as outlined on Company's website:

<https://www.open-xchange.com/resources/support/>

In this article Company provides an email template, which prompts for the relevant information.

If there are important parts of the information missing when filing a ticket, the missing information has to be provided without delay. The guaranteed Reaction and Restoration Times are only applicable when all information mentioned above is available, the description is easy to understand, and the ticket has been reported in English.

Company recommends performing the following steps before contacting Support:

- Consult the Open-Xchange Knowledge Base
- Ensure that the most recent version of the software is installed

Every Customer can track its reported tickets online as described at

<https://oxpedia.org/wiki/index.php?title=TicketSystemCustomerGuide>

### **8.3 Phone Support for Incidents (valid with 24x7 Support Option only)**

In case of Severity 1 Incidents it is possible to contact Company Service Desk via phone in parallel after Incident ticket has been created. The phone number is only valid outside Company's business hours:

**Germany:** +49 XYZ

**UK:** +44 XYZ

**USA:** +1 XYZ

**Japan:** +81 XYZ

## 9 Escalation Process

### 9.1 Customer Escalation

The table below gives timings for each severity level after which it is appropriate for Customer to escalate the Incident to a particular level.

Severity	Level 1 Escalation	Level 2 Escalation	Level 3 Escalation
1 (not restored)	3 hours after target time	5 hours after target time	7 hours after target time
2 (not restored)	6 hours after target time	24 hours after target time	48 hours after target time
3 (not restored)	10 working days after target date	NA	NA

### 9.2 Open-Xchange Escalation

The table below gives timings for each severity level after which it is appropriate for Company to escalate the call to a particular level.

Severity	Level 1 Escalation	Level 2 Escalation	Level 3 Escalation
1	1 hour after request for Information was not effectively and/or timely responded	3 hours after request for Information was not effectively and/or timely responded	5 hours after request for Information was not effectively and/or timely responded
2	3 hours after request for Information was not effectively and/or timely responded	16 hours after request for Information was not effectively and/or timely responded	24 hours after request for Information was not effectively and/or timely responded
3	10 working days after request for Information was not effectively and/or timely responded effectively responded	NA	NA

## 10 Escalation Contact Data

The following tables contain the contact data of the employees in charge of the Escalation Process, described in Exhibit Support Definitions.

### 10.1 Customer Escalation Data

The following table contains the contact data of the Customer employees in charge for escalations.

Level	Name	Role	Telephone	E-Mail
Level 1	<Contact 1>	<Position>	<Tel 1>	<E-Mail 1>
Level 2	<Contact 2>	<Position>	<Tel 2>	<E-Mail 2>
Level 3	<Contact 3>	<Position>	<Tel 3>	<E-Mail 3>

### 10.2 Open-Xchange Escalation Data

The following table contains the contact data of the Company employees in charge for escalations

Level	Name	Role	Telephone	E-Mail
Level 1	<Contact 1>	<Position>	<Tel 1>	<E-Mail 1>
Level 2	<Contact 2>	<Position>	<Tel 2>	<E-Mail 2>
Level 3	<Contact 3>	<Position>	<Tel 3>	<E-Mail 3>