Open-Xchange Support Definitions

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1 Introduction

This document describes all relevant definitions and terms required for Support Offerings and Services for all product lines of Open-Xchange.

2 General Definitions

2.1 Support Services
Support Services is the collective term for any telephone, electronic or personal technical support assistance provided by Company. Support Services are available in tiered plans with different service and performance levels ("Service Levels") and is provided by Company's Service Desk.

2.2 Communication Channels
Depending on the support level, the initial support request can be filed by either email and/or phone call. Details are specified in Annex "Support Services and SLA" or ".

2.3 Ticket System (Status Tracking)
All Incidents are tracked in a "Ticket System". Depending on the Support level, Customer has access to this ticket system to track the changes to their Incidents online.

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

3 Supported Solutions

Describes the Company's Products which are supported by the corresponding Support agreement.

3.1 Joint Solution Environment
All systems, including software, hardware, and documentation, which the Customer or Company provide, host or offer to End-Customers.

3.2 Company's Product

Shall mean the product provided by Company to their Customers including all Updates and Upgrades, as defined in the Annex Product Description of the main agreement.

3.3 Update

Shall mean the process to install a new Minor- or Patch Release of the OX Software in the Joint Solution Environment.

3.4 Upgrade

Shall mean the process to install a new Major version of the OX Software in the Joint Solution Environment.

3.5 New Product Generation

A Product Generation is a substantially new release, which contains major feature changes, potentially new architecture or even completely different technology. The New Product Generation can be incompatible with earlier Product Generations.

3.6 Major Release

A Major Release can contain significant program changes in terms of added functionality. Essential changes to functionality, design and enhancements of APIs and database structures are possible. All APIs shall be backward compatible.

3.7 Minor Release

A Minor Release includes modifications of the software with the aim of solving several errors and to provide additional improvements, functional expansions or API expansions not substantially modifying or interfering with the current functionality.

3.8 Patch Release

A Patch Release includes modifications of the software with the aim of solving one or more specific problems and can include minor feature adjustments if they don't have an impact on operations.

4 Process related Definitions

4.1 Service Desk

Company's support team which acts as the Single Point Of Contact (SPOC) and provides the Support Services to Customer.

4.2 Incident

Shall mean any event, which is not part of the standard operation of a service in the Joint Solution Environment of Company or Customer. This event must be caused by the Company's Products and causes, or may cause, an interruption to or a reduction in the quality of this service.

4.3 Incident Management

The "Incident Management Process" handles all Incidents.

Schematic Overview

A schematic diagram describing the Incident Management Process is available on request.

4.4 Problem

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

4.5 Problem Management

"Problem Management" is responsible for the control of the lifecycle of all Problems. The primary objective of Problem Management is to prevent Problems and Incidents, eliminate repeating Incidents, and minimize the impact of Incidents that cannot be prevented.

4.6 Known Error

Shall mean a Problem that is successfully diagnosed. It may be the case that a Workaround has been identified or the Resolution is scheduled for an upcoming Release.

4.7 Software Bug

Shall mean an error, flaw, mistake, failure, or fault in the OX Software that produces an incorrect or unexpected result, or causes it to behave in unintended ways.
Software Bugs shall be resolved by Company when filed by Customer as Incident following the SLA attached to the Severity of the Incident.

4.8 Workaround

Shall mean a recommended change to the Joint Solution 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.

4.9 Change Process

Shall mean the process for Customer to request and Company to apply Change Requests to OX as a Service or vice versa for systems operated by Customer.

4.10 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 Joint Solution Environment. In the context of this document a change can be the attempt to create a Restoration or a Resolution of an Incident/Problem.

4.11 Feature Request

Shall mean a missing functionality, which is expected from Customer to be available in the OX Software are no Problems, but so-called Feature Requests. They can be introduced into the feature planning for upcoming Releases.

Depending on the Support Level, these Feature Requests will be part of the regular Process improvement calls. It is in Company's sole discretion, if the requested feature will be included in one of the next Releases.

If reported Incidents are identified as Feature Requests Company's Service Desk will introduce them into the internal product planning process.

5 Service Level Agreements (SLA)

The Service Level Agreement (SLA) defines target Response and Restoration Times depending on a Incident's Severity Level and on the corresponding SLA agreed with Company. Company may modify the Severity levels and upgrade or downgrade the Severity Level of a reported Incident at any time in mutual agreement. Times are measured as long Company is assigned to work on the Incident. Times when Company is waiting for necessary feedback from the Customer do not count against the times as defined in the SLA.

5.1 Support Availability

Means the business hours Company Support can be reached.

5.2 Response Times

Company will respond to an Incident which has been reported by Customer for getting resolved by Company by assigning a resource and by responding to the request in the time frame outlined in the SLA. Response Times are applicable for the initial response to the Customer's request.

The Response Time begins when a ticket has been created in Company's Ticket System. and has formally been validated by Company.

5.3 Restoration

The primary goal of Restoration is to reduce the impact on operations as fast as possible, which means reducing the impact and thus the Severity of the Incident. A Restoration can be a provisional repair e.g. through the provision of a Workaround or a Patch Release. For **Severity 3 Incidents** that require a software fix, the identification of the underlying root cause and scheduling the fix for a release will be considered a provisional repair for purposes of determining Restoration Time.

5.4 Restoration Times

Time between creation of the Incident and the availability means the period of time beginning with the creation of the Incident ticket and ending when Company has provided a Restoration.

5.5 Resolution

Shall mean the provision of a solution of an Incident e.g. through provision of a Software Release or a Workaround. Company might decide to move a resolution to the next Release or reject a Resolution if the effort for a Resolution is not commercially and technically feasible. In this case the Workaround is deemed to be the Resolution.

5.6 Resolution Times

Commences with the creation of an Incident ticket and ends when the Company has provided a permanent fix/solution to the problem. In any case the agreed Restoration Time and Resolution Time are only valid for the Company Products. For OX Software defects, the resolution is typically the next release that incorporates the bug fix/update.

6 Severities

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

6.1 Severity 1
Shall mean Incidents that are defined as a complete outage and do not allow the Customer to further conduct his business. Customer's system or application is completely not available, and no Workaround exists. The Incident affects all users deployed on the Joint Solution Environment and is caused by disruption of one or more Supported Component(s) as defined in Annex D.
Also means a security or general threat causing potential risk to the Customers' or End Users' data integrity or privacy.

6.2 Severity 2
The Customer's operation is severely disrupted. A business-critical component of the Joint Solution Environment cannot be used by a majority of the users.

6.3 Severity 3
Shall mean Incidents, which involve partial loss of non-critical functionality, one that impairs many operations, but allows the Customer to continue to operate. Also means issues happening in a test- or preproduction environment that would normally cause adverse impact to a production network.

6.4 Severity 4
Shall mean general usage questions, recommendations for product enhancements or modifications, and calls that are passed to the Parties for informational purposes. This includes but is not limited to documentation and translation errors.

An Incident can only be classified as Severity 1 or 2 if the implementation of the Joint Solution environment follows Company's Reference Architecture, e.g. High Availability suggestions.

7 Support Levels

7.1 Level 1

"Level 1 Support" shall mean first point of contact for telephone and email support provided in response to the initial inquiry placed by a Customer's End User. Level 1 Support answers questions regarding product operation generally or identifies, troubleshoots and escalates Incidents based on defined processes, including provision of compatibility information, installation assistance and usage support.

7.2 Level 2

"Level 2 Support" means technical support beyond Level 1 Support via telephone and email. It is the first point of escalation and provides guidance and instructions to Level 1 Support to diagnose and resolve the Incidents. Level 2 Support takes the ownership of Incidents where subject matter experts and experience are required for diagnosis, Problem isolation and Resolution of Incidents, including efforts to duplicate the behavior reported by Customers' End Users.

7.3 Level 3

If, despite reasonable efforts, Level 2 Support it is unable to resolve an Incident then the Incident is escalated to "Level 3 Support". This shall mean the technical support service provided for error resolution for Incidents which Level 2 Support has identified and which require changes to Company Products to resolve the Incident.