



## Support Options

## JumpMind Support Services

JumpMind Support allows you to get all of your SymmetricDS questions answered from the people who design, develop and maintain the Open Source SymmetricDS core product. We strive to provide consistent, quality support that contributes to successful synchronization solutions.

JumpMind offers two types of support for different scenarios.

- 1. Production Support** – Production support is for those customers who wish to have JumpMind engaged in second or third level troubleshooting of any issues or questions that arise from their production use of SymmetricDS. Customers that are directly using SymmetricDS in their production environments most frequently use this support option.
- 2. Development Support** – Development support is for those who wish to gain knowledge of SymmetricDS during the development stage of their projects, but do not want any assistance in supporting a production environment. This option is typically selected by software companies or other suppliers looking to leverage SymmetricDS as part of their product suite. Note that a development support contract is not a Time and Materials mechanism for completing design or development work, but a means to have questions answered pertaining to SymmetricDS features, configuration, embedding, etc.

## 1. JumpMind Production Support Subscriptions

Production support has two levels available, depending on needs. The following chart shows the services available for production support:

- **Standard Support** - Standard Support Subscriptions equip you with the services needed to resolve technical issues. It includes web-based and email support, issue tracking, self-help forums, product releases, and updates. For Priority 1 issues, Standard Support Subscriptions include a six business-hour maximum initial response time. Standard Support Subscriptions also include bug fix requests, unlimited issue reporting, and version support.
- **Enterprise Support** - Enterprise Support Subscriptions give you the level of coverage needed for business-critical applications with the addition of 24x7 phone-based coverage for Priority 1 incidents and 8am–5pm business-hours coverage for Priorities 2 – 4. Enterprise Support Subscriptions include everything from Standard Support along with shorter maximum initial response times.

Support Levels:	Standard	Enterprise
<b>Software</b>		
Certified Version	Yes	Yes
Product Updates	Yes	Yes
Fixes Requests	Yes	Yes
Version Support	12 months	24 months
Indemnification Options	No	Yes
<b>Service Level Agreements</b>		
Support Access*	8am x 5pm	24 x 7 for Priority 1 (8 x 5 for Priority 2-4)
Priority 1 Response*	6 hours	2 hours
Priority 2 Response*	1 day	6 hours
Priority 3 Response*	2 days	1 day
Priority 4 Response*	2 days	1 day
<b>Support Services</b>		
Initial Contact via Phone	No	Yes
Named Contacts	2	10
Web / Email Support	Yes	Yes
Issue Tracking	Yes	Yes

\* Times are in business days / hours, US Eastern time zone, except in the case of 24x7 Priority 1 issues for Enterprise Support

## 2. JumpMind Development Support Subscriptions

Development support has two levels available, depending on needs. Note that Development support provides no production support nor support of production environments. The following chart shows the services available for development support:

Development Support Options	Standard	Enterprise
Certified Version	Yes	Yes
Maintenance Updates	Yes	Yes
Requested Bug Fixes	Yes	Yes
Version Support Period	12 months	24 months
Knowledge Base	Yes	Yes
Support Forum	Yes	Yes
Issue Tracking	Yes	Yes
Web Support	Yes	Yes
Email Support	Yes	Yes
Phone Support	No	Yes
Max Number of Issues	Unlimited	Unlimited
Named Contacts	2	10
Support Access (Times are in business hours/days and in US / Eastern Time Zone)	8 x 5	8 x 5
Response – No delineation of levels (i.e. no P1 through P4). Simply a support incident.	3 business days	2 business days
SymmetricDS Pro Source Code	No	Yes
Commercial License Option	No	Yes

## Support Scope of Coverage

JumpMind provides support for the following types of issues:

- Installation and Configuration
- Product Usage
- Problem Diagnosis
- Defects/patches/updates/upgrades

The following types of issues are not considered support. These items listed below are considered under our consulting services agreements including our JumpMind JumpStart program:

- Synchronization / implementation design
- Code/product/application development
- System/network design
- Security policy development/implementation
- Workflow development/implementation

JumpMind Support provides technical assistance and troubleshooting to ensure the core software operates as designed. We resolve issues, fix defects in the software, and provide updates or patches. Support is not consultative in nature.