



Customer Support Agreement

2011-January

Schooner Support:

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1. Document Description

The purpose of this document is to describe the support offerings from Schooner's Customer Support team. The document should be used to set the support expectations for each Schooner customer.

2. Customer Support Plan

Schooner Information Technology will provide customer support to the customer only on the software installations which have support agreements in effect. The following sections detail out the terms and conditions that apply when engaging with Schooner Customer Support.

2.1 Affected Parties

The terms and conditions listed in this document apply only to established Schooner customers who are actively covered by a support contract.

2.2 Duration of Support Offering

Customer support will be provided on Schooner software for established customers as long as a support agreement is in effect for each software installation requiring support.

2.3 Scope of Support Offering

The coverage listed in this document does not cover adaptations or modifications to the software of the original release provided by Schooner Information Technology to the customer. The use of Third Party products in conjunction with the Schooner software is not covered by this support plan. Schooner Information Technology reserves the right to make modifications to this support offering with a 90-day notice to the customer.

- a. **Software Issues:** Schooner will provide support to the customer for any issues that may arise from using the Schooner software. This support includes Schooner's efforts to identify Schooner-related software code defects and provide solutions, workarounds, and/or patches to resolve such issues. Customer agrees to notify Schooner Support according to the procedures listed in this document.
- b. **Hardware Issues:** Schooner Support does not provide support services for hardware. If a problem reported to Support is diagnosed to as a hardware problem then Schooner will inform the customer and close the Support case. Resolving hardware issues is the customer's responsibility.
- c. **Contacts:** When establishing a relationship with Schooner, the customer will provide one or more points of contact to work with Schooner Support. The customer may update their points of contact at any time by e-mailing or calling Schooner Support.
- d. **Software:** Support is offered only on the software installations affected by a support agreement and which are not on the list of EOL (End Of Life) releases.

2.4 Contacting Support

Under this Support Plan, the customer will be provided with an e-mail address and telephone number to contact Schooner Support. Schooner Support can be contacted via e-mail by using this address support@schoonerinfotech.net and can be contacted via telephone by using this number **1-877-888-5064** (option 2) if within the United States & Canada, otherwise use **1-408-888-1619**.

2.5 Levels of Support

Schooner offers the same level of support to all customers. The table below lists the details of the Schooner Support Plan.

Schooner Support Services	
<u>Support Methods & Availability</u>	
Telephone Support	✓
Direct E-mail Support	✓
Remote Access Support	✓
Knowledgebase Access	✓
Support Hours	24x7
<u>Responsiveness</u>	
Initial Response Time – Pri 1	1 hour
Initial Response Time – Pri 2	2 hours
<u>Software</u>	
Major Software Releases	✓
Minor Software Releases	✓
Service Packs	✓
Hotfixes	✓
<u>MySQL-Specific</u>	
Replication Support	✓
Performance Tuning	✓
MySQL Enterprise Monitor	✓

2.6 Software Releases

Under this Support Plan, the customer is entitled to all major releases, minor releases, service packs, and hotfix releases distributed by Schooner Information Technology which pertain to the customer's supported software installations.

3. Issue Reporting and Resolution Goals

3.1 Customer Obligations

Before reporting an issue to Schooner Support, the customer agrees to make a reasonable effort to:

- Verify that the issue is reproducible (if reproduction is reasonable and does not impact production environments).
- Provide all information necessary as detailed in section 3.2.
- Include the Support Case ID in all communications to Schooner Support once the ID has been provided to the customer.

3.2 Required Information to Open a Support Case

- Customer company name and point of contact.
- Contact information for point of contact (if not already in Schooner Support's possession).
- A full description of the problem/concern and a complete list of steps for reproduction.
- A Schooner send_incident report transmitted to Schooner Support.
- Exact wording of all error messages which customer suspects may pertain to this problem.
- Customer's business impact of the problem and suggested priority.

3.3 Definitions of Support Priorities

The following table describes the various priorities which can be associated with a Support Case.

Priority	Definition
High	An issue which is negatively impacting a production environment such as a data threatening issue or performance-related issue. No workaround exists.
Medium	An issue which would normally impact business in a production environment but a sufficient workaround exists.
Low	The issue has no negative impact on the customer environment. Typically used for enhancement requests and minor issues such as cosmetic anomalies.

3.4 Schooner Support Obligations

Schooner Support agrees to adhere to these obligations for all valid support cases:

- Acknowledge receipt of the support case.
- Set a priority for the support case.
- Analyze the all pertinent information to verify the reported issue.
- Keep an audit trail of ongoing communications with the customer.
- Provide the customer with guided assistance in resolving the issue.
- Respond to each issue based on the guidelines listed in section 3.5.
- Provide progress updates from time to time as appropriate (but not less frequently than weekly).

3.5 Schooner Support Response Time Goals

The following table describes the response time goals for support cases based on priority. Please note that the resolution targets listed below are what Schooner will strive to meet for every customer issue – but may not always be possible.

Priority	Initial Response Time	Resolution Target (non-Defect)	Resolution Target Time (Defect)
High	1 hour	2 Days	Hotfix provided directly to customer within 5 days.
Medium	2 hours	5 Days	Fix incorporated into next possible service pack.
Low	2 hours	10 Days	Reviewed by Schooner Product Management.

3.6 Resolution Process

Schooner will strive to resolve each issue by providing the customer with a reasonable workaround, a product patch, or a plan of action detailing how Schooner will address the issue. If it is determined that a reported issue is caused by a Third Party source (hardware or software) then Schooner reserves the right to defer further analysis and case resolution to the responsible hardware or software vendor.

4. Closure of Customer Support Cases

The following table describes the requirements for closing a customer support case.

Priority	Conditions for Closure
High	One of the following conditions must be met to close a HIGH priority case: 1) Customer receives an acceptable workaround and has had time to test the workaround in their environment. 2) In the case of a defect, a patch is provided to the customer and validated in their environment. If a workaround is provided then the priority level of this case may be downgraded.
Medium	One of the following conditions must be met to close a MEDIUM priority case: 1) Customer receives information that resolves the issue. 2) In the case of a defect, a fix is provided to the customer.
Low	One of the following conditions must be met to close a LOW priority case: 1) Customer receives information that resolves the issue. 2) If customer is a feature request, it has been acknowledged by the Schooner Product Manager. 3) In the case of a defect, the defect has been acknowledged by Schooner Support and added to Schooner's defect tracking system.