

## Support and Maintenance Options

Supporting our customers is our top priority. We are dedicated to fast response time for resolving questions or issues which arise with your use of ScaleOut Software's products.

ScaleOut Software offers customers several options for support and maintenance on a subscription basis for an annual fee. The support and maintenance plans provide you with important benefits and nearly all customers subscribe to one of them. To receive support or maintenance you need to have a current subscription to one of the following plans. Support and maintenance is offered under the [ScaleOut Support and Maintenance Subscription Agreement](#).

The table below outlines the features of our support and maintenance plans.

Feature	Basic Support & Maintenance	Standard Support & Maintenance	Gold Support & Maintenance	Platinum Support & Maintenance
Eligible licenses	Existing customers <sup>(1)</sup>	All	All	All
Error correction	Yes	Yes	Yes	Yes
Non-Error Support	Forum only	6 Non-Error Support Cases per year per customer	10 Non-Error Support Cases per year per customer	Unlimited Non-Error Support Cases
Error Support	Next working day	6 hours, if within Normal Service Hours	4 hours, if within Normal Service Hours	2 hours, if within Normal Service Hours
Hot Fixes and Minor Releases	Yes	Yes	Yes	Yes
Major Releases	Yes	Yes	Yes	Yes
Priority for enhancement requests	Forum only	Standard	High	Highest
Emergency reporting	No	No	Yes, within Gold Extended Service Hours	Yes, within Platinum Extended Service Hours
Response time for Emergency Support Requests	N/A	N/A	3 hours if Emergency Request during Gold Extended Service Hours	2 hours if Emergency Request during Platinum Extended Service Hours
Maximum servers + clients supported	Number licensed	Number licensed	200	300
Normal Service Hours	8:30 AM - 5:30 PM M-F Pacific Time	8:30 AM - 5:30 PM M-F Pacific Time	8:30 AM - 5:30 PM M-F Pacific Time	8:30 AM - 5:30 PM M-F Pacific Time
Extended Service Hours	N/A	N/A	8:30 AM - 5:30 PM Sat - Sun Pacific Time	All hours other than Normal Service Hours
Versions Supported	Current version and maintenance release of immediately prior version	Current version and maintenance release of immediately prior version	Current version and maintenance release of immediately prior version	Current version and maintenance release of immediately prior version

(1) Please contact ScaleOut Software for eligibility.

## Basic Support & Maintenance

ScaleOut Software offers Basic Support & Maintenance that gives you important benefits. Basic Support & Maintenance is described below:

### Included services:

- Issue resolution for reported Errors in ScaleOut Software's products.
- Access to Hot Fix Releases and Minor Software Releases for the versions licensed.
- All Major Software Releases for products licensed by the customer.
- Features or enhancements can be requested via the ScaleOut Software Forum at: <http://forum.scaleoutsoftware.com>.

### Excluded services:

- See Definitions below for Excluded Services.

### Service levels and conditions:

- **Error** Support Requests are to be submitted via email to [support@scaleoutsoftware.com](mailto:support@scaleoutsoftware.com) or via the Web at: <https://www.scaleoutsoftware.com/contact/>.
- We will use our best efforts to respond by the next working day of the time an Error Support Request is received.
- ScaleOut Software will respond to customer Error Support Requests by either email or telephone at its discretion.
- Non-Error Support Requests are to be submitted to the ScaleOut Software Forum at: <http://forum.scaleoutsoftware.com>.
- In all cases it will be required for the customer to cooperate fully and provide information requested by ScaleOut Software to assist in reaching a resolution.

## Standard Support and Maintenance

### Included services:

All of the included services *of Basic Support & Maintenance*, plus:

- Up to **six** Support Cases per year per customer that are directly related to the installation, configuration and operation of ScaleOut software, but are not related to Errors in ScaleOut Software's products.
- Standard priority consideration of requested features or enhancements.

### **Excluded services:**

- See Definitions below for Excluded Services.

### **Service levels and conditions:**

- Support Requests are to be submitted via email to [support@scaleoutsoftware.com](mailto:support@scaleoutsoftware.com) or via the Web at: <https://www.scaleoutsoftware.com/contact/>.
- We will use our best efforts to respond within **six** hours of the time a Support Request is received, if such initial contact and response time fall within Normal Service Hours. Otherwise, response time will be extended for the period falling outside Normal Service Hours.
- ScaleOut Software will respond to customer Support Requests by either email or telephone at its discretion.
- In all cases it will be required for the customer to cooperate fully and provide information requested by ScaleOut Software to assist in reaching a resolution.

## **Gold Support and Maintenance**

### **Included services:**

All of the included services of Standard Support & Maintenance, plus:

- Emergency Support Requests can be made during Gold Extended Hours.
- Up to **four additional** Support Cases per year per customer (**total ten**) that are directly related to the installation, configuration and operation of ScaleOut software, but are not related to Errors in ScaleOut Software's products.
- High priority consideration of requested features or enhancements.

### **Excluded services:**

- See Definitions below for Excluded Services.
- For installations of more than 200 servers, a special supplemental contract needs to be negotiated.

### **Service levels and conditions:**

- All licenses owned by the customer must have a current subscription to Standard Support & Maintenance for Gold Support & Maintenance to be effective.
- Subscriptions to Gold Support & Maintenance must be subscribed to for a full 12 months.
- Support Requests are to be submitted via email to [support@scaleoutsoftware.com](mailto:support@scaleoutsoftware.com) or via the Web at: <https://www.scaleoutsoftware.com/contact/>.

- We will use our best efforts to respond within **four** hours of the time a Support Request is received, if such initial contact and response time fall within Normal Service Hours. Otherwise, response time will be extended for the period falling outside Normal Service Hours.
- ScaleOut Software will respond to customer Support Requests by either email or telephone at its discretion.
- For Emergency Support Requests made during Gold Extended Service Hours, we will use our best efforts to respond within **three** hours of the time of initial contact.
- In all cases it will be required for the customer to cooperate fully and provide information requested by ScaleOut Software to assist in reaching a resolution.

## Platinum Support and Maintenance

### Included services:

All of the included services of Gold Support & Maintenance, plus:

- Emergency Support Requests can be made during Platinum Extended Hours. A telephone hotline number is provided to assure reporting.
- For Emergency Support Requests made during Platinum Extended Service Hours, we will use our best efforts to respond within **two** hours of the time of initial contact.
- **Unlimited** Support Cases per year that are directly related to the installation, configuration and operation of ScaleOut software, but are not related to Errors in ScaleOut Software's products.
- Highest priority consideration of requested features or enhancements.
- Monthly check-up call with your account representative and a support representative to discuss any open issues or questions. Agenda is customer-driven.

### Excluded services:

- See Definitions below for Excluded Services.
- For installations of more than 300 servers, a special supplemental contract needs to be negotiated.

### Service levels and conditions:

- All licenses owned by the customer must have a current subscription to Standard Support & Maintenance for Platinum Support & Maintenance to be effective.
- Subscriptions to Platinum Support & Maintenance must be subscribed to for a full 12 months.
- Support Requests are to be submitted via email to [support@scaleoutsoftware.com](mailto:support@scaleoutsoftware.com) or via the Web at: <https://www.scaleoutsoftware.com/contact/>.

- We will use our best efforts to respond within **two** hours of the time a Support Request is received, if such initial contact and response time fall within Normal Service Hours. Otherwise, response time will be extended for the period falling outside Normal Service Hours.
- ScaleOut Software will respond to customer Support Requests by either email or telephone at its discretion.
- For Emergency Support Requests made during Platinum Extended Service Hours, we will use our best efforts to respond within **two** hours of the time of initial contact.
- In all cases it will be required for the customer to cooperate fully and provide information requested by ScaleOut Software to assist in reaching a resolution.

## Definitions:

### Emergency Support Request:

An Emergency Support Request is a Support Request made during Extended Service Hours as the result of a customer's production application being completely down because of a serious Error in a ScaleOut Software product.

A request that is the result of an issue in which management changes were made to a production site immediately before the outage without those same changes having been verified on a test or QA site under similar load conditions prior to the change on the production site is not a valid Emergency Support Request.

If an Emergency Support request is submitted and management changes were made to the affected site immediately before the issue occurred, the fact of the management change and details of the change must be reported as part of the Emergency Support Request.

Prior to reporting an Emergency Support Request, the customer must have gathered the following information and must make it part of the Emergency Support Request:

Item	Response
StateServer version number	
License key	
Contact name	
Contact e-mail address	
Contact phone number	
Best hours for a callback	
Detailed description of the problem and symptoms	
Exact system configuration (virtual vs. physical servers, number of hosts in the store, network speed, memory per host, number and type of processors per host, etc.)	
The output of the ScaleOut StateServer	

log files (ScaleOut StateServer_tlog0.txt and ScaleOut StateServer_tlog1.txt in the ScaleOut StateServer installation directory) for EVERY host in the ScaleOut StateServer store)	
The output of the "ScaleOut StateServer query all" command and the "ScaleOut StateServer show" for EVERY host in the ScaleOut StateServer store	

**Error:**

An Error is defined as a problem in which a ScaleOut product does not perform as intended by ScaleOut Software and all documented management procedures have been correctly followed. If an Error is suspected, the following procedure will be followed:

- A detailed description of the problem should be reported to ScaleOut Software by email or via the Web, and contains the information specified on the reporting form at <https://www.scaleoutsoftware.com/contact/>.
- If ScaleOut Software cannot reproduce the problem, then the customer will supply a test case that exhibits the problem. If no test can exhibit the problem, an Error does not exist.
- If upon investigation, ScaleOut Software determines that the behavior is normal and within the intended behavior of the design of the product, then there is no Error.
- If upon investigation, ScaleOut Software determines that the behavior is due to insufficient provisioning of CPU, network, and memory resources required by a ScaleOut Software product, then there is no Error.

**Excluded Services:**

In all cases, Excluded Services include, but are not limited to, the following:

- Issues related to any third party software, hardware or networking problems
- Issues related to insufficient provisioning of CPU, network, and memory resources required by a ScaleOut Software product
- Issues related to failure to follow documented product installation requirements and management procedures
- Issues related to failure to follow reasonable instructions from ScaleOut Software to resolve a Support Case
- Modifications to our products or using them in ways not authorized by ScaleOut Software
- Onsite support
- Consulting services for software applications, server or network operations, or any other type of consulting or advice beyond those directly connected with the use of ScaleOut Software's products
- Standby support for maintenance procedures, such as version upgrades, performed after hours. Standby support always must be pre-arranged with ScaleOut Software and may require a Professional Services engagement.

## **Extended Service Hours**

Extended Service Hours are the time periods outside of Normal Service Hours in which ScaleOut Software support will be available to handle Emergency Support Requests. They are as follows:

### **Gold Extended Service Hours:**

Gold Extended Service Hours are 8:30 AM to 5:30 PM US Pacific Time Zone, Saturday and Sunday.

### **Platinum Extended Service Hours:**

Platinum Extended Service Hours are all hours outside of Normal Service Hours, 7 days per week, Pacific Time Zone.

## **Forum**

The Forum is the Web-based question and answer site that is sponsored and moderated by ScaleOut Software. Users may post questions, answers, and comments about ScaleOut Software's products and services in the Forum. ScaleOut employees regularly monitor, post, and answer questions in the Forum. To access the Forum, go to: <http://forum.scaleoutsoftware.com>.

## **Non-Error Support:**

Non-Error Support includes assistance with issues or questions that are directly related to the installation, configuration and operation of ScaleOut software but are not related to suspected Errors in ScaleOut Software's products.

## **Normal Service Hours:**

Normal Service Hours are 8:30 AM to 5:30 PM US Pacific Time Zone, Monday through Friday.

## **Product Releases:**

From time-to-time we release new software. There are four types of releases:

- **New Product Releases.** A product release provides new and fundamentally different capabilities. New product releases are not provided as part of any Support and Maintenance subscription.
- **Major Software Releases.** (e.g. 1.0.0, 2.0.0) These releases provide significant new functionality. You must be currently subscribed to at Basic, Standard, Gold or Platinum Support and Maintenance to receive a major software release. Major releases require a valid license key for installation.
- **Minor Software Releases.** (e.g. 1.1.0, 1.2.0) These releases provide enhancements to the functionality of a product. Minor releases are available to all customers.
- **Hot Fix Releases.** (e.g. 1.0.1, 1.0.2) These releases are made as necessary to repair bugs in the existing software and are posted on our site as soon as they are released. Hot fixes are available to all customers at any time.

**Response:**

A Response is a communication by ScaleOut Software to a Support Request that initiates the analysis and resolution of the Support Request.

**Support Case:**

A Support Case is the submission and receipt of a Support Request related to ScaleOut Software's products that requires resolution by ScaleOut Software. Each Support Case will generally consist of a single issue. Support Cases are logged by ScaleOut Software's support function and are assigned a case number for tracking. The closure of a Support Case is determined solely by ScaleOut Software after it has determined a resolution of the issue has been reached.

There may not be more than three open Support Cases at any point in time. At the option of ScaleOut Software, a Support Case may be immediately closed if a request for information regarding the Support Case is made by ScaleOut Software to a customer and is not answered within three business days from the time the request was made.

**Support Request:**

A Support Request is any request submitted by email or via the Web that either:

- reports a suspected Error (Error Support Request) in a ScaleOut Software contains the information specified on the reporting form at <https://www.scaleoutsoftware.com/contact/>, or
- requests assistance with a Non-Error Support issue (Non-Error Support Request).