



DbvisitProtect - DBVISIT Software Support Service Level Schedule

1.0 VERSION SUPPORT PERIODS

1.1 Dbvisit Standby Version Support Periods

1.11 Standard Support

Dbvisit will provide each major version* full support and product fixes for Four Years from its release date. The latest support matrix can be found online [here](#).

Dbvisit aims to release a major software version every 2 years.

StandbyMP is designed to run on supported releases of Oracle, Microsoft SQL Server and PostgreSQL databases. See the relevant user documentation on support.dbvisit.com for further details.

1.12 Extended Support

When Standard Support ends, Dbvisit offers Extended Support for 3 years. Extended Support must be purchased at a renewal rate equal to the Standard Support fee plus a 20% uplift. Extended Support includes full support and critical bug fixes only. Critical Bugs are issues preventing the use of core product functionality for the purposes of achieving disaster recovery, and with no practicable workaround or upgrade possible.

If an extension to Standard Support is to be provided, Dbvisit will endeavor to announce it 6 months prior to Extended Support beginning.

1.13 Sustaining Support

For product releases that are no longer supported and for the situation where the customer's limit of three years of Extended Support has been reached the customer can purchase Sustaining Support. Sustaining Support includes only Level 1 and Level 2 support (not Level 3), *see 4.0 Support Levels*. Sustaining Support can be purchased for up to two additional years at a renewal rate equal to the standard support fee plus a 20% uplift. After two years of Sustaining Support it may be renewed yearly for as long as both parties agree.

1.2 Dbvisit Replicate Version Support Periods

Dbvisit Replicate has been sunsetted, however we will continue to support the terminal release. While there will come a point at which we will have to officially end support we will communicate to you at least 6 months prior to reaching that point. Until that time, we continue to provide support until the end of your support contract.

Notes:

* Versions are defined according to the following pattern:
vMAJOR_VERSION.MINOR_VERSION.PATCH_VERSION



1.21 Table: Summary of Standby Version Support Periods

| Support Period | Definition | Customer Support Levels (Tiers) | | | Code Change | | | Pricing Uplift |
|--------------------|---|---------------------------------|-----|-----|--------------------|--------------------|--------------|----------------|
| | | L1 | L2 | L3 | Critical Bug Fixes | Patches / Upgrades | New Features | |
| Standard Support | Major versions* released within the last 4 years. | Yes | Yes | Yes | Yes** | Yes | Yes | N/A |
| Extended Support | Any version where Standard Support has ended, and was released less than 7 years ago. | Yes | Yes | Yes | Yes** | No | No | 20% |
| Sustaining Support | Any version where Extended Support has ended, and was released more than 7 years ago. | Yes | Yes | No | No | No | No | 20% |

Notes:

* Versions are defined according to the following pattern: vMAJOR_VERSION.MINOR_VERSION.PATCH_VERSION

** A critical bug is defined as an issue preventing the use of core product functionality for the purposes of achieving disaster recovery, and with no practicable workaround or upgrade possible.

2.0 HOURS OF SUPPORT COVERAGE

2.1 Standard Coverage

Monday through Friday 8:00am to 8:00pm* in the following time zones:

- Asia India IST
- Asia Singapore SGT
- Europe CET
- North America USA PST**
- North America USA CST
- North America USA EST

*Coverage on national government holidays may be subject to exclusion. Region time coverage overlaps indicated may vary with Daylight Saving Time.

**Friday coverage until 6:00pm

2.2 Comprehensive (Premium) P1 Coverage

Dbvisit Comprehensive (Premium) Support includes Standard coverage for P1, P2, P3 and P4 with the addition of full 24 x 7 x 365 day support for P1 calls only.

3.0 TARGET RESPONSE TIMES

3.1 Response Times Definitions

Priority Level: The agreed level for each support issue received by Dbvisit's support center. The Priority will be mutually agreed between the Customer and Dbvisit.

Initial Response Target: The elapsed time between when Dbvisit is formally notified of a question or problem and the time they acknowledge receipt and advise the Customer of the answer or the next action to be taken (including a date and time commitment).

Progress Report Target: Contact with the Customer via Support Ticket, Email or Phone to report on action plan for resolution of issue and current status.

Resolution Target: The final outcome. This does not necessarily guarantee a solution if there is a fault. It is an agreed final position between Dbvisit and the Customer, where either a solution has been reached or no further action can be taken under the terms of the Support Agreement to resolve the fault.

Table: Summary of Target Response Times

Except for P1 support under Dbvisit Comprehensive (Premium) Support, all references to *hours* below are references to hours within standard support hours (as defined in 2.1).

| Priority Level | Initial Response Target | Progress Report Target | Resolution Target <i>(note 3.2)</i> | Contract |
|----------------|-------------------------|--------------------------|-------------------------------------|-------------------------|
| P1 24x7 | 15 Minutes | 1 Hour <i>(note 3.3)</i> | 2 Hours | Comprehensive (Premium) |
| P1 - Urgent | 1 Hour | 2 Hour <i>(note 3.3)</i> | 4 Hours | Standard |
| P2 - High | 3 Hours | 12 Hours | 12 Hours | Standard |
| P3 - Normal | Next Working Day | 3 Days | 2 Weeks | Standard |
| P4 - Low | Next Working Day | 2 Weeks | By Arrangement | Standard |

Table: Priority Level Definitions:

| Priority Levels | Definition |
|-----------------|--|
| P1 - Urgent | <p>Critical business impact. A production database problem (for a system running a Dbvisit application) which if not resolved will prevent your business from continuing, and is a result of a Dbvisit application issue. No workaround is possible. Examples:</p> <ul style="list-style-type: none"> • A failure to activate a standby database required for business continuity. |
| P2 - High | <p>Questions about, or problems with, a Dbvisit application running in a production database which does not stop your business operations but whose consequences could interrupt or stop your business operations within 24 hours. These can be very serious for those needing the service that has stopped, and compromise business operations. Examples:</p> <ul style="list-style-type: none"> • DR Database is not in sync with primary. • A failure to activate a standby database. |
| P3 - Normal | <p>Questions about, or problems with, a Dbvisit application running with a production database causing minor operational impact or people have lost functionality, but there is a workaround. Examples:</p> <ul style="list-style-type: none"> • A function in the Dbvisit Standby web GUI is failing, but the command is available via the Command Line Interface. |
| P4 - Low | <p>A minor issue with no impact on production and the answer is not urgent or a fix can wait for a future release.</p> |

3.2 Note on Target Resolution Times

If the issue cannot be resolved within the 'Resolution Target' time then the next level of support or management will be advised there is an open issue and they will be kept informed until resolution. If another Resolution Target time period goes by without resolution, then the next level of support or management will be advised, and so on. Levels of support and management are as follows:

1. Product Specialist
2. Head of Customer Services
3. CEO

3.3 Note on Progress Reports Targets

Progress reports will be provided every 60 minutes for first two hours and then if not resolved, a negotiated regular update timeframe we be agreed. If the issue has been passed to development a minimum daily update will be sent.

4.0 SUPPORT LEVELS (OR TIERS) FOR SUPPORT TICKET HANDLING

Support tickets generally first go to Level 1 (sometimes called Tier 1) to Product Specialists.

Level 1 - Questions or issues that can be answered or resolved in the Resolution Target time based on the Priority Level by support staff trained on the product by researching the product documentation, release notes, or the Dbvisit website.

Level 2 - Questions or issues that cannot be answered by Level 1 in the Resolution Target time based on the Priority Level or where the answer is not found in Dbvisit documentation, release notes, or on the Dbvisit website.

Level 3 - Issues that Level 2 cannot solve after reasonable efforts. Examples: reproducing and diagnosing complex issues, correcting errors, security vulnerabilities, and interoperability issues, maintaining software, providing support that requires knowledge of the source code.

4.1 Best Practices for Ticket Logging

In order for us to expedite resolution of an issue we require a ticket to be logged containing:

1. Detailed description of problem.
2. A support package for each process and any other files needed for investigation.
3. For P1 tickets, we require 24/7 availability of a person with relevant security access to your environment to be able to carry out diagnostics and actions as required.
4. Availability for a Zoom meeting session if required.