DB VISIT

DbvisitProtect - DBVISIT Software Support Service Level Schedule

SUPPORT POLICY

Dbvisit Standby: Dbvisit will provide full support and product fixes for the current build of the current major version and the immediate prior major version and its latest point release. If a given operating system is not yet available on the current version then we will support the product for that operating system using the above criteria, unless otherwise notified. In any case any major version (e.g. 8,9,10) will be fully supported for at least three years from its initial release. If we have resources available we will attempt to answer questions on earlier releases. The latest support matrix can be found [here.](#)

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

Dbvisit Replicate: 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.

Extended Support

For product releases that are older than the immediate prior release Dbvisit offers Extended Support for up to 3 years following the date when a prior release became unsupported. Extended Support can be purchased for up to three additional years at a renewal rate equal to the standard support fee plus a 20% uplift.

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. Sustaining Support has all the features of Standard Support except that only pre-existing fixes are available for technical issues and only Level 1 and Level 2 support are provided (not Level 3). Please refer below for information on the different levels of support. 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.

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HOURS OF 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

HOURS OF PREMIUM P1 COVERAGE

24 hours x 7 days x 365 days per year

Asia, Americas and Europe

Dbvisit 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.

PRIORITY RESPONSE 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 Time: 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: Contact with the Customer via either Email or Phone to report on action plan for resolution of issue and current status.

Resolution: 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.

Priority Level	Initial Response Time	Progress Report	Target Resolution Time*	Contract
P1 24x7	15 Minutes	1 Hour**	2 Hours	Premium
P1 - Urgent	1 Hour	2 Hour**	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

Priority Levels	Definition
P1 - Urgent	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: ● A failure to activate a standby database required for business continuity
P2 - High	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: ● Database DR is not working and is not in sync with primary. ● A failure to activate a standby database
P3 - Normal	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: ● A function in the Dbvisit Standby web GUI is failing, but the command is available via the Command Line Interface
P4 - Low	A minor issue with no impact on production and the answer is not urgent or a fix can wait for a future release.

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Support Levels (or tiers) for support ticket handling

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

Level 1 - questions or issues that can be answered or resolved in the Target Resolution 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 Target Resolution 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.

Note regarding best practice issue 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

Note regarding Target Resolution Time

*If the issue cannot be resolved within the Target Resolution 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 Target Resolution 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

Note regarding Progress Report

**Every 60 minutes for first two hours and then if not resolved, a negotiated regular update timeframe (If the issue has been passed to development a minimum daily update will be sent).