

# Liquidware Labs, Inc. Customer Support Policy

Version 1.0

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## Trademarks

Liquidware Labs is a trademark of Liquidware Labs, Inc.

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## Introduction to Liquidware Labs Support

The Liquidware Labs Support Team is dedicated to providing world-class enterprise level support. Excellence in customer support is about more than just providing technical answers. It is about building trusted relationships and ensuring your success. Our philosophy is simple; we consider ourselves “Customer Advocates.” Our Support Teams are staffed with professionals from various industries with comprehensive experience in IT Systems and Virtualization. We recognize how important our products are to your business environment and strive to help you maximize your investment in Liquidware Labs solutions.

### About this Guide

This document provides an overview of the services we provide to customers with the purchase of a Support contract. It is intended to provide an explanation of the elements of Liquidware Labs Support, the benefits of each and how you can use them to maximize the value of your Support contract.

### Support Hours of Operation

Support Region	Hours of Operation Local Time	Languages Supported
US	8 a.m. – 5:30 p.m. Eastern Time Monday - Friday excluding Liquidware Lab’s recognized holidays	English
EMEA	8 a.m. – 5:30 p.m. GMT-0 Monday - Friday excluding Liquidware Lab’s recognized holidays	English

In addition all regions can email [support@liquidwarelabs.com](mailto:support@liquidwarelabs.com) or visit <http://www.liquidwarelabs.com/support/> to access Support services.

# Maintenance Services and Support Programs

Liquidware Labs offers two Support Programs designed to meet your business needs and help you maximize your Liquidware Labs investment. With all program levels you will have access to trained Liquidware Labs Support Engineers as well as 24x7 access to our website.

## **5 x 8 Support**

5 x8 Support is available during our regular hours of operation as defined by the Support Region. Requests for assistance may be logged via telephone or email.

With the purchase of a Standard Support contract, customers receive the following elements of service:

- Unlimited 24x7 access to Liquidware Labs's Support web site.
- Downloads of the latest releases, patches, corrections, enhancements, and upgrades for Liquidware Labs products as they are made generally available.
- Access to the latest product.
- Maintain case logging regarding operational/technical aspects of Liquidware Labs software.
- Access to Liquidware Labs product documentation.

## **24 x 7 x 365 Support**

Customers who require Support outside our regular business hours can purchase 24x7 Support. This level provides 24x7 Severity Level 1 Support for select Liquidware Labs products in addition to all of the elements of Standard Support.

24x7 Support is designed for our customers using our software in mission critical and high availability environments.

24x7 Support is only available with certain Liquidware Labs products. See the following table for products that are eligible for 24x7 Support or contact your Sales Representative for details.

Products Eligible for 24x7 Support
ProfileUnity™
Stratusphere FIT™
Stratusphere UX™

## **Support Programs at a Glance**

<b>Support Program Components</b>	<b>5x8</b>	<b>24x7</b>
New Releases	X	X
Maintenance Updates	X	X
Service Packs & Patches	X	X
Product Documentation	X	X
Case Logging - Telephone & Email	X	X
Unlimited 24x7 access to Support Login	X	X
Product Downloads & Documentation	X	X
Product Information	X	X
Product Notifications	X	X
Knowledgebase	X	X
Case Management	X	X
Extended Hours (24x7)		X

## **Liquidware Labs and Advanced Scripting Support**

Liquidware Labs strives to provide our customers with access to the latest technologies for use in our products. Many of these often require a deep understanding and previous training in order to use them effectively. While Liquidware Labs works to provide these avenues to our customer base, support for advanced scripting will be provided in the following formats:

- Liquidware Labs will only support the primary function of the provided scripting technologies such as proper function for use within the product base.
- Liquidware Labs only provides forum based support and “community effort” in relation to Advanced scripting.
- Liquidware Labs offers no support, direct or implied, in relation to debugging and/or the generation of custom scripts.

## **Support Contacts & Registration**

With a Liquidware Labs Support Program, a primary contact for your organization has been noted. At the time of purchase, the primary contact designated on the order form is emailed a welcome letter that contains the company’s contact support information.

### **Primary Contact**

A primary contact has been identified on the Support Contract, and is responsible for:

- Managing all other contacts within your organization.
- Supplying corporate information and product license information

## **Additional Contacts**

In addition to the primary contact, additional support contacts for your company can be added. To find out who is designated as the primary contact and or additional contacts for your organization, email: [support@liquidwarelabs.com](mailto:support@liquidwarelabs.com)

## **Liquidware Labs Version Support Lifecycle Policy**

The “**Version Support Lifecycle**” describes the phases during which Liquidware Labs products are eligible for patches (fixes), support and downloads from the download form. It is our policy to provide support and fixes in current versions (Full Support) of our software to supported customers, and fixes to older versions are supplied at Liquidware Labs’s discretion. Liquidware Labs strives to put resources behind the most recent product releases in order to continually improve and enhance the value of our software.

We will attempt to answer questions about older versions (Limited Support) of our products provided resources are available; however, we encourage customers using discontinued versions to upgrade to the currently supported version of the software. Liquidware Labs’s normal support policy is to provide support on both the current (n) and prior (n-1) versions of the product and give our customers a minimum of a 12-month notification period from the release date of any new version (n+1) in order to allow customers to plan adequate time for any product upgrade.

### **Version Support Lifecycle Phases**

Note: To find the specific phase that your current Liquidware Labs Product version is in, select products release notes on the support page.

#### **Definitions -- Full Support**

- Fully supported, generally available release/version.
- Maintenance releases and/or hot fixes are periodically made available for this release.
- Release/version is available for download from download site
- Most current released version of a product and one or more prior releases.
- Release/version is fully supported by both Support and Development.

#### **Definitions -- Limited Support**

- Support is available for this release/version, and we will use best efforts to provide known workarounds or fixes.
- No new code fixes will be generated except under extreme circumstances and at Liquidware Labs’s discretion.
- Customers are encouraged to plan an upgrade to a release/version on “Full Support.”
- Release/version is available for download form.

## Definitions - Discontinued

- Release/versions which are retired/discontinued.
- No new patches or fixes will be created for this release.
- Not available for download from download site
- Support will be provided to assist with upgrading to a supported version.
- Support is not obligated to provide assistance for this version of the product.

## Case Management Process

Liquidware Labs Support assigns unique case numbers to all customer requests for assistance. These case numbers allow Support to prioritize and track all cases through resolution. All cases are assigned a severity level, and are placed in a queue to be processed by the next available Support Engineer. Liquidware Labs Support Engineers take ownership of your case and see it through to successful resolution.

The Support Engineer will contact the customer, gather any additional information needed and will investigate to determine the proper course of action. This process may require the engineer to re-create the issue, work with our Software Development Team, and work with the customer on their configuration of the software, etc.

### Case Logging

Prior to **Logging a Case** you may want to review these helpful tips:

- Check the online help included with your Liquidware Labs Product.
- Check the Product Documentation included with your Liquidware Labs Product.
- Try to see if the problem is reproducible.
- Check to see if the problem is isolated to one machine or more.
- Note any recent changes to your system and environment.
- Note the version of your Liquidware Labs product and environment details such as OS, virtualization platform version.

## **Case Management Procedure**

1. Liquidware Labs Support assigns unique case numbers to all customer requests for assistance. These case numbers allow Support to prioritize and track all cases through resolution, and allow the customer to get a status update of their case via the Support website.
2. All cases are assigned a severity level, and are placed in a queue to be processed by the next available Support Engineer. Liquidware Labs Support Engineers take ownership of your case and see it through to successful resolution.
3. The Support Engineer will contact the customer and gather any additional information needed and will investigate to determine the proper course of action. This may require the engineer to re-create the issue, work with our Liquidware Labs Software Development Team, and work with the customer on their configuration of the software, etc.
4. If the Support Engineer determines that the issue requires a fix to the software, the engineer will notify the appropriate Product Management Team. When a fix is made available, the Support Engineer will notify the customer of its availability.

## **Contact Liquidware Labs Support to Log a Case**

You can log your case by contacting supporting using the following methods:

1. Email at [support@liquidwarelabs.com](mailto:support@liquidwarelabs.com)
2. Phone support
  - a. Toll Free in US – 1-866-914-9665
  - b. International – 1-678-397-0460

## **Case Severity Levels and Response Times**

All cases logged with Liquidware Labs Support are assigned a Severity Level from one to four based on the impact on your business. The customer determines the initial severity level when placing a request for assistance. Severity Levels may be changed after initial contact and assessment of the issue from a Liquidware Labs Support Engineer, providing the customer is in agreement.

A lower severity level does not mean that Liquidware Labs Support devotes less time or energy to resolving your problem quickly and efficiently. Severity Levels enable us to know the business impact of the issue you are reporting.

The following tables on the next few pages define the Severity Levels and the targeted initial response time. It is helpful to clearly explain the business impact of your issue when you contact the Support Center.

Severity Level	Description	Initial Response 5 x 8	Initial Response 24 x 7
Level One	<p><b>Critical Business Impact</b></p> <p>Customer's production use of products on a primary business service, major application or mission critical system is stopped or so severely impacted so that the customer cannot reasonably continue work.</p> <p>For Severity Level 1 problems, Liquidware Labs will begin work on the problem within four hours of notification and handle as its highest priority until the customer is given a fix or workaround. Customer resources must be made available in Severity Level 1 situations and reasonably cooperate with Liquidware Labs to resolve the issue.</p> <p><b>Severity Level 1</b> problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>· System hang or crash situations</li> <li>· Data loss or data corruption</li> <li>· Critical functionality not available</li> </ul> <p><b>Severity Level 1 issues must be reported via telephone.</b></p>	Within 4 hours	Within 4 hours

Severity Level	Description	Initial Response 5 x 8	Initial Response 24 x 7
Level Two	<p><b>Significant Business Impact</b></p> <p>Important product features are unavailable with no acceptable workaround. Customer's implementation or production use of Liquidware Labs products in a primary business service, major applications or mission critical systems are functioning with limited capabilities or are unstable with periodic interruptions. The software may be operating but is severely restricted.</p> <p><b>Severity Level 2</b> problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Product error or failure forcing a restart or recovery</li> <li>• Severely degraded performance</li> <li>• Functionality unavailable but the system is able to operate in a restricted fashion</li> </ul>	Within 4 hours	Within 4 hours
Level Three	<p><b>Minimal Business Impact</b></p> <p>Product features unavailable but a workaround exists and the majority of software functions are still useable. Minor function/feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss of operational functionality.</p> <p><b>Severity Level 3</b> problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Error message with workaround</li> <li>• Minimal performance degradation</li> <li>• Incorrect product behavior with minor impact</li> <li>• Questions on product functionality or configuration during implementation</li> </ul>	Within 4 hours	Within 4 hours
Level Four	<p><b>Nominal Business Impact</b></p> <p>Minor problem or question that does not affect the software function such as How To's, documentation, general questions, or enhancement requests. There is no impact to product usage or customer's operations.</p> <p><b>Severity Level 4</b> problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• General requests for advice on product usage</li> <li>• Clarification on product documentation or release notes</li> <li>• Product enhancement request</li> </ul>	Within 1 business day	Within 4 hours

## Closing a Case

Support requests remain open until the customer is satisfied that the case can be closed. There are times though when a support request requires a new product release before it can be satisfied. In these cases, once the issue has been correctly identified and a workaround provided, the case will be closed. All Liquidware Labs customers are notified when a new release is available. Please refer to the release notes for your product to determine if the issue you have reported is addressed in that release. You may also contact support at any time and request further information regarding any issues you report to Liquidware Labs Support.

Liquidware Labs also employs a policy of closing support requests when customers fail to respond to further requests for information. Typically, three follow-up emails or phone calls will be made over five business days and if no response is received, the request will be automatically closed within Liquidware Labs's Support system.

There are times, when working through customer's issues that during the initial support engagement, that the issue may be resolved but secondary points of interest come up. We recognize this, and at these times, Liquidware Labs Support may elect to open a new case on the customer's behalf. This action is required to reflect the change in the case status from the initial reported issue being solved to a new secondary one.

## Escalation Guidelines

While we strive to meet all your needs and resolve your issues in a timely manner, we recognize that at times a critical issue may arise that requires special attention. If you are not satisfied with the progress of your case, you can request that the issue be escalated. To escalate an issue, you can update your case using **Case Management** and request escalation. You may also contact us via phone and request to speak with a Support Manager. The Support Manager will investigate the issue, contact you to discuss the situation and coordinate any additional resources necessary to resolve the case.

## Product Enhancements

Customers interested in submitting product enhancement requests can do so by emailing [feature-requests@liquidwarelabs.com](mailto:feature-requests@liquidwarelabs.com). Once documented, the request will be submitted into the enhancement review system.

Product Management will review the open enhancement requests on a periodic basis and consider them for inclusion in a future product release. Product enhancements will not be considered or implemented in current or prior product releases. There is no guarantee that a specific enhancement request will be implemented in a future version of Liquidware Lab products. Liquidware Labs, at its discretion, may determine that certain enhancements to functionality in the product may be offered for an additional charge or as a chargeable option.

You acknowledge and agree that any such enhancement request is non-confidential, and that Liquidware Labs has no obligation to either return anything submitted, respond to, or confirm receipt of your request. You warrant that no other person or corporation has a property interest in the submitted

request. You understand and acknowledge that Liquidware Labs may itself be developing and creating similar enhancements, and/or may have received or may someday receive similar feedback from others, and that existing or planned products and services independently developed without use of your feedback may contain ideas or concepts similar or identical to those you submit. You acknowledge and agree that your submission shall not preclude Liquidware Labs from developing or acquiring such ideas without obligation to you. Notwithstanding anything to the contrary herein, Liquidware Labs shall be free to use any idea that you submit on a perpetual, royalty-free basis, for any purpose whatsoever, including use, modification, display, and distribution, and/or in the development, manufacture, marketing, and maintenance of its products and services without any obligation to you.

## Product Defects

If your issue is determined to be a defect in a Liquidware Labs product, it is recorded in our defect tracking system and escalated to Liquidware Labs Software Development. All Liquidware Labs customers are notified when a new release is available. Please refer to the release notes for your product to determine if the issue you have reported is addressed in that release. You may also contact Support at any time and request further information regarding any issues you report to Liquidware Labs Support.

## Product Licensing

Liquidware Labs products have license files generated for their use. Some products require a new license key when upgrading Liquidware Labs products to a new release and/or patch. If you have questions regarding licensing of a Liquidware Labs product, please contact [sales@liquidwarelabs.com](mailto:sales@liquidwarelabs.com)

## Training and Online Tutorials

Liquidware Labs offers a variety of training materials available along with self-paced tutorials online. These can be accessed at: <http://www.liquidwarelabs.com/videos/>

## Contract Support Renewal

### Reinstating Maintenance

There are several ways to reinstate Maintenance Services after they have lapsed.

1. Contact your Channel Partner. They will have access to your account information and can provide you with a Renewal Quote.
2. Contact Liquidware Labs at [renew@liquidwarelabs.com](mailto:renew@liquidwarelabs.com) and let them know that your maintenance services have lapsed and that you would like to renew. You will be directed to the appropriate Support Renewal Representative.

## Upgrading Your Support Program

Our goal is to meet your specific business requirements. As your business needs change we may have the flexibility to modify your Support Program to better align with those needs. If you would like to discuss your support contract with Liquidware Labs, please contact your Sales Representative.

## Renewing Support

A Liquidware Labs Sales Renewal Representative will send you a renewal notice prior to the end of your current support contract. To avoid unnecessary interruptions of Support services, please contact Liquidware Labs Support Renewals at [renew@liquidwarelabs.com](mailto:renew@liquidwarelabs.com) if you have any questions about the status of your current support contract or pending renewal.

## Lapsed Support

Without a current Support contract, customers will not be able to contact Liquidware Labs for technical assistance. Liquidware Labs cannot guarantee immediate assistance to customers who allow their Support contract to lapse or to those customers who choose not to purchase support until a support issue arises.

## How to Contact Us

If you have any problems, please contact the Support team at Liquidware Labs Inc.

Email: [support@liquidwarelabs.com](mailto:support@liquidwarelabs.com)

Phone:

678-397-0450 US Phone

866-914-9665 Toll Free

678-397-0339 Fax

[www.liquidwarelabs.com](http://www.liquidwarelabs.com)

See the Contacting Support Section for hours of operation, locations and phone numbers in your region.

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