



accelerite

Accelerite Software Support Foundation

Data Sheet

September 14th 2015



Overview

Accelerite Software Support provides comprehensive technical support and updates for the Accelerite Software portfolio, offering fast, reliable access to well-trained experts who provide advice on software features, problem identification, diagnosis, and resolution. Accelerite Software Support provides more than post-sales support to maintain your environment—it increases uptime, reduces total cost of ownership (TCO), and drives efficient business outcomes.

Empower your business with Accelerite Software Support

- **Problem resolution:** Gain access to expert technical resources
- **Software updates:** Get the latest updates, new features, and available solutions
- **Access:** Take advantage of online, around-the-clock self-solve support
- **Stability:** Increase system performance and reduce downtime
- **Reduced TCO:** Enable quicker time to resolution and reduce resource consumption
- **Optimization:** Optimize your IT environment with our technical expertise
- **Communication:** Receive proactive notification about new software versions and patches; participate in discussion forums; search our extensive online knowledge base

Accelerite Software Support

Self-service support at your fingers

Available around the clock, it provides the interactive technical support tools needed to manage your Accelerite Software, allowing your IT staff to quickly self-solve or log support cases electronically.

Accelerite Support Portal (ASP) offers a vast array of Accelerite Software knowledge, bringing comprehensive support resources to your fingertips. Additionally, ASP provides online incident reporting to an unlimited number of users. It enables you to:

- Search our technical knowledge base for known problems, technical documents, manuals, and patches
- Log, track, and update cases electronically
- Register for email notifications for many Accelerite Software product updates and patches
- Electronically download the latest software patches for Accelerite Software products

Visit ASP – <http://support.accelerite.com>

Telephone Support

As with self-service support our telephone lines are staffed around the clock to assist you with your enquiries. If you have a support agreement in place with Accelerite be prepared to provide your corporate email address, the software product and version you require assistance with and a brief explanation of the problem. A member of the Accelerite Software Support team will get back in touch with you.

Accelerite Telephone Support provides the ability to start your enquiries in French or Spanish as well as English. Just select your preferred language option from our menu. Our list of contact numbers is constantly being updated and can be found at:

<https://support.accelerite.com/hc/en-us/articles/202042110-Contact-Numbers>

24x7 Support Advantages

- Greater uptime is needed
- Global deployment is a goal
- Medium to high complexity environments
- 1-hour Response Time Objective for Severity 1 problems

Response Time Objectives are typical initial response times to support requests. Accelerite may not actually provide such response within the Response Time Objectives.

Definitions:

Severity level 1—Urgent: production system is down—The Accelerite product is unusable, resulting in a total disruption of work or other critical impact on operations. No workaround is available. Newly received cases will be assessed through discussions with the customer to confirm that they fulfill the criteria, and may be downgraded in priority if they do not.

Severity level 2—High: major feature/function failure—Operations are severely restricted. A workaround is available.

Severity level 3—Normal: minor feature/function failure—The product does not operate as designed, there is a minor impact on usage, and an acceptable workaround deployed.

Severity level 4—Low: minor problem—This can be classified as a request for documentation, general information, enhancement request, etc.

Response Time Objectives	Severity level 1 (URGENT)	Severity level 2 (HIGH)	Severity level 3 (NORMAL)	Severity level 4 (LOW)
9x5 local business hours and local business days	2 hours	6 hours	8 hours	1 business day
24x7, Monday–Sunday, 365 days per year	1 hour with prioritized support response ¹	4 hours	6 hours	1 business day

Accelerite Software Support specifications and features

Feature	Delivery specifications
Software support online	You have 24x7 access to ASP, including access to support contracts, downloading updates, and managing your profile. ASP provides access to a knowledge database, including information regarding known symptoms and proposed solutions, specifications, and technical literature.
Advanced self-solve	After your original case-logging or knowledge-based query, you will receive an intelligent response. Expanded search parameters enable flexible search methods.
Access to technical resources	You can access our technical resources for assistance in resolving software or operations problems via ASP or telephone.
Choice of coverage window	<p>You have the option to choose 9x5 or 24x7 coverage. Response is based on the location of your support contract.</p> <ul style="list-style-type: none">• 24x7: available 24 hours per day, Monday through Sunday, 365 days per year. ²• 9x5: available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays. <p>Response Time Objectives for calls submitted outside the coverage window will apply to the next business day.</p>
Support delivery languages	Accelerite provides support in the English language. French and Spanish language support can be provided if available.
Escalation management	Accelerite has established formal escalation procedures to facilitate the resolution of complex software problems.
Software updates	“Updates” mean bug fixes, patches, and new Major Versions and Minor Versions made generally available by Accelerite, its assignees or successors, to customers with active, current support contracts. When Accelerite releases Updates to certain Accelerite Software and reference manuals, Accelerite shall make them available to you electronically. Required access codes and license keys are made available directly or through provided instructions. The license terms for Updates shall be (a) as described in the Accelerite software licensing terms corresponding to the customer’s prerequisite underlying software license, (b) any additional software licensing terms that may accompany Updates provided under this service; and, (c) with respect to non-branded Accelerite Software products, in accordance with the current licensing terms of the third-party software manufacturer.
Patches	As new patches become available, Accelerite will post them to ASP for easy access. For select non-branded Accelerite Software products, Accelerite will provide instructions on how to obtain the patch through the original software manufacturer.

Feature	Delivery specifications
Named callers	An unlimited number of qualified users can log cases through ASP or via the telephone.
Software versioning	A Major Version Update usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example version 6.0 to 7.0). A Minor Version Update usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example version 6.1 to 6.2).
Term licenses	With the purchase of Software Support in combination with a term license, Accelerite provides support through ASP only. All cases are logged online.
Non-Accelerite branded products	Accelerite will support specified versions of non-branded Accelerite software only as long as the vendor supports such software. Distribution of certain non-branded product updates, license agreements, and license keys may be made directly from the vendor to your organization.
Concurrent support	<p>For any Update delivered under Support, Accelerite authorizes you, for a period of six (6) months from the delivery of said Update to use both the current Software Version and the Update simultaneously at no additional charge (“Update Concurrent Use Period”). With respect to an Accelerite authorized migration, Accelerite authorizes you to use both the current Software Version and the Migrated Software simultaneously (“Migrated Software Concurrent Use Period”) for the period of time specified per the categories below at no additional charge. Migrated Software results from an Accelerite authorized migration from a current Software product to a different Accelerite Software product.</p> <p>Notwithstanding the foregoing, neither the Update Concurrent Use Period nor the Migrated Software Concurrent Use Period (collectively referred to as the “Concurrent Use Periods”) may extend beyond End of Support for the current Software product. During the Concurrent Use Periods, you are only authorized to use the Update or Migrated Software to manage the same environment that is currently managed using the current Software Version. At the end of the Update or Migrated Software Concurrent Use Period, your license for the current Software Version will terminate.</p> <p>Accelerite will classify each Software migration into one of the following four categories:</p> <ul style="list-style-type: none"> • Standard (6 month Concurrent Use Period) • Advanced (12 month Concurrent Use Period) • Complex (18 month Concurrent Use Period) • Exceptional (24 month Concurrent Use Period)

Feature	Delivery specifications
End of support	<p>Accelerite will provide full support for all Major Version, Minor Version, and YYYY.MM Versions of products listed on ASP at https://support.accelerite.com/hc/en-us/articles/210807183. Some products follow the YYYY.MM Version number scheme where YYYY represents the four-digit year and MM represents the two-digit month in which the product version was released. Full support will be available for either four (4) years from the general availability of a release or for three (3) years from the general availability of a release as set forth in the preceding link. Product Milestone definitions are available at https://support.accelerite.com/hc/en-us/articles/210820763.</p> <p>Accelerite will offer two (2) additional years of support for products that have reached end of their Committed Support life and for which a successor product or product version is commercially available under Support. An additional charge will be levied for this service (“Extended Support”).</p> <p>Extended Support is limited to:</p> <ul style="list-style-type: none"> • Around the clock self-solve support • Access to technical support engineers • Access to existing patches and hot-fixes created while the product version was in Committed Support. <p>No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.</p> <p>Discontinuation</p> <p>If Accelerite discontinues a product and no successor product is commercially available under Support, Accelerite will provide full support for five (5) years from the product’s last generally available release date if: (a) you have paid all applicable Support fees to date, and (b) you continue to pay all applicable Support fees.</p> <p>Accelerite provides support for the current and previous Minor Versions of the current Major Version. Accelerite will support the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available or, (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier. If Accelerite discontinues a product and does not make another Minor Version commercially available as an Update, Accelerite will provide support for twenty-four (24) months from the date of the product discontinuance notice. Accelerite may discontinue specific Support offerings no longer generally offered by Accelerite upon sixty (60) days’ notice.</p>
Return to support	<p>If you allow Support to lapse, you may reenroll only upon completing all of the following: (a) payment to Accelerite of the annual Support fee for the renewal term, (b) payment to Accelerite of one hundred percent (100%) of all annual Support fees that would have been paid had you not terminated Support offerings or lapsed in any applicable Support fee, (c) payment to Accelerite of an administrative fee of twenty-five percent (25%) of the total past Support fees to resume Support, if applicable, and (d) changing certain of your hardware or software to meet eligibility requirements of new versions.</p>

Feature	Delivery specifications				
Software support eligibility	<p>“For ongoing Support eligibility, Customer must maintain the License Set at the same level of Software Support. “License Set” means all (a) licenses of Accelerite Software Products with the same part number that are part of the same implementation, and (b) technically dependent prerequisite Accelerite Software Products that are part of the same implementation. For avoidance of doubt, the following examples are provided: Assume: Customer has two License Sets for a given Accelerite Software Product:</p>				
	Accelerite software license set	Number of licenses	Level of software support needed	Example of acceptable scenario	Example of scenarios not allowed
	License Set One for Product A	100	24x7	Maintain a valid Software Support contract for all 100 licenses at 24x7 level	<p>Example no. 1:</p> <ul style="list-style-type: none"> • 25 licenses at 24x7 Support • 75 licenses at 9x5 Support <p>Example no. 2:</p> <ul style="list-style-type: none"> • 25 licenses at 24x7 Support • 75 licenses with no valid Software Support contract
	License Set Two for Product A	200	9x5	Maintain a valid Software Support contract for all 200 licenses at 9x5 level	<ul style="list-style-type: none"> • 50 licenses at 9x5 Support • 150 licenses with no valid Software Support contract
<p>Customer may not cancel Support for a portion of licenses within a License Set unless Customer, at the time of Support renewal, (i) terminates license rights of the unsupported licenses, or (ii) certifies that the unsupported licenses will not be used and will not receive any of the services provided through Support (the “Certification”). The Certification must be provided by an authorized representative of Customer via a written letter sent to Accelerite according to the notice provisions in Customer’s governing Support contract with Accelerite. Accelerite reserves the right to audit Customer’s compliance with the Certification at any time. If Customer chooses to resume Support for any of the unsupported licenses covered under the Certification, the Return to Support terms and conditions will apply.</p>					

Feature	Delivery specifications
Cancellation	You may cancel Support orders or delete Software from Support effective upon the next Support renewal date with sixty (60) days prior written notice. For multiple year orders which are annually billed, (a) you may cancel your contract with no less than 60 days written notice prior to the next annual anniversary date, and (b) cancellation will be effective from such anniversary date.

Accelerite Software Support terms

This support offering is governed by the Accelerite Customer Terms or another agreement referenced in the quotation for Support services (the “Terms”). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence. The Support offering set forth in this data sheet is available for the Accelerite IT Performance Suite product lines. Support delivery begins upon delivery of licenses.

Upgrades—Software upgrades are not a feature of Foundation support. For clarification purposes only, the Accelerite Software definitions of Upgrades are included below:

Upgrades—License Type Upgrade means upgrading from one type of license to another upon customer purchase. An example would be moving from a Site license to an Area license.

Upgrades—License Quantity Upgrade means upgrading to a higher count of license upon customer purchase. An example would be upgrading from 1000 nodes to 2500 nodes.

The following additional terms are hereby incorporated into this data sheet:

Feature	Delivery specifications
General	<p>a. Exclusions. Accelerite is not obligated to provide warranty services or support for any claims resulting from:</p> <ol style="list-style-type: none"> 1. Improper site preparation, or site or environmental conditions that do not conform to Accelerite site specifications; 2. Customer’s non-compliance with Accelerite specification, statements of work or this data sheet; 3. Improper or inadequate maintenance or calibration; 4. Customer or third-party media, software, interfacing, supplies, or other products; 5. Modifications not performed or authorized by Accelerite; 6. Virus, infection worm, or similar malicious code not introduced by Accelerite; or 7. Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by customer or other causes beyond the control of Accelerite. <p>b. Local availability. Customer may order support from Accelerite current support offerings. Some offerings, features and coverage (and related software) may vary according to Accelerite resources and products in your environment or may not be available in all countries or areas. In addition, delivery of support outside of the applicable Accelerite coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments and reduced coverage hours.</p> <p>c. Relocation. Relocation of any software under support is the responsibility of customer</p>

and is subject to local availability, and may result in changes to support fees. Reasonable advance notice to Accelerite may be required to begin support after relocation. For software products, any relocation is also subject to the license terms for such software. Customer may be required to execute amended or new documents as a result of relocation.

d. **Service providers.** Accelerite reserves the right and customer agrees to Accelerite use of Accelerite authorized service providers to assist in the delivery of support.

e. **Modifications.** Customer will allow Accelerite, at Accelerite request and at no additional charge, to modify software to improve operation, supportability, and reliability or to meet legal requirements.

f. **Force majeure.** Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control; however, this provision will not apply to customer's payment obligations.

Software support

a. **Eligibility.** Customer may purchase available software support for Accelerite branded software only if customer can provide evidence it has rightfully acquired an appropriate Accelerite license for such software. Accelerite will be under no obligation to provide support due to any alterations or modifications to the software not authorized by Accelerite or for software for which customer cannot provide a sufficient proof of a valid license.

b. **Documentation.** If customer purchases a software support offering that includes documentation updates along with the right to copy such updates, customer may copy such updates only for software under such coverage. Copies must include appropriate Accelerite trademark and copyright notices.

b. **Product specific support.** The rCloud and Convirt products provide telephone support during US business hours. Urgent issues logged by telephone outside of these times will receive a call back from the on call Accelerite support representative. Third party patching of Adobe and Java critical security patches through the Radia Client Automation product will be made available through ASP, Accelerite endeavors to provide these critical third party patches within 72 business hours of release. Accelerite reserves the decision on severity for third party patches detailed in this paragraph.

Use of proprietary service tools for support

Accelerite will require customer's use of certain hardware and/or software system and network diagnostic and maintenance programs ("Proprietary Service Tools"), as well as certain diagnostic tools that may be included as part of the customer's system, for delivery of support under certain coverage levels. Proprietary Service Tools are and remain the sole and exclusive property of Accelerite, are provided "as is," and include, but are not limited to: remote fault management software, network support tools, etc. Proprietary Service Tools may reside on the customer's systems or sites. Customer may only use the Proprietary Service Tools during the applicable support coverage period and only as allowed by Accelerite. Customer may not sell, transfer, assign, pledge or in any way encumber or convey the Proprietary Service Tools. Upon termination of support, customer will return the Proprietary Service Tools to Accelerite or allow Accelerite to remove these Proprietary Service Tools. Customer will also be required to:

a. Allow Accelerite to keep the Proprietary Service Tools resident on customer's systems or sites, and assist Accelerite in running them;

b. Install Proprietary Service Tools, including installation of any required updates and patches;

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- c. Use the electronic data transfer capability to inform Accelerite of events identified by the software;
 - d. If required, purchase Accelerite-specified remote connection hardware for systems with remote diagnosis service; and
 - e. Provide remote connectivity through an approved communications line.

Customer Responsibilities

- a. **Data backup.** To reconstruct lost or altered customer files, data or programs, customer must maintain a separate backup system or procedure that is not dependent on the software under support.
- b. **Temporary workarounds.** Customer will implement temporary procedures or workarounds provided by Accelerite while Accelerite works on permanent solutions.
- c. **Hazardous environment.** Customer will notify Accelerite if customer uses software in an environment that poses a potential health or safety hazard to Accelerite employees or subcontractors. Accelerite may require customer to maintain such software under Accelerite supervision and may postpone service until customer remedies such hazards.
- d. **Authorized representative.** Customer will have a representative present when Accelerite provides support at customer's site.
- e. **Software list.** Customer will create and maintain a list of all software under support including: the location of the software and coverage levels. Customer shall keep the list updated during the applicable support period.
- f. **Urgent response times.** Customer must log a telephone call with Accelerite support to receive the documented Urgent severity level response times.

Accelerite Software Services

Ordering information

Accelerite Software Support 9x5 may be ordered using service product numbers PS95Y1 (upfront 1-year) PS95Y3 (upfront 3-year) and PS95YC (contractual).

Accelerite Software Support 24x7 may be ordered using service product numbers PS247Y1 (upfront 1-year) PS247Y3 (upfront 3-year) and PS247YC (contractual).

For more information

The Accelerite Support Portal is your place to network, learn, and participate via forums, events, blogs and more. To access the technical interactive support portal visit:

<http://support.accelerite.com>