

# HostAccess® Maintenance and Support Policies

## OVERVIEW

These Maintenance and Support Policies apply to the Rogue Wave® HostAccess® product line. Support is provided for demonstrable problems with installing or running current versions of licensed HostAccess® software on an appropriate platform. Assistance with technical issues with the HostAccess® products beyond the scope of the support services outlined in this document may be obtained through Rogue Wave's Solutions Services Department. In addition, Rogue Wave Software offers a range of training courses and educational services.

These Maintenance and Support Policies are subject to change at Rogue Wave Software's discretion.

## TECHNICAL SUPPORT LEVELS

### ***Included Maintenance Services***

The purchase of HostAccess® Maintenance and Support includes maintenance services consisting of bug fixes, version updates and minor product enhancements, when available (See the section on "Product Updates" below.). Maintenance does not include the provision of releases containing major product enhancements and/or new features (referred to as "Upgrades").

### ***Support Services***

Support services consist of one or more of the following:

- Assistance with product installation on the customer's platform
- Help with product issues involving general usage, implementation, operation, and functionality
- Problem isolation and identification
- Error message analysis and resolution
- Bug reporting
- Up-to-date information on current releases, product compatibility, restrictions, enhancements, workarounds and fixes

Support excludes obsolete product versions or products utilized on platforms not compatible with the Rogue Wave HostAccess® products (Please see the section on Supported Platforms below).

### ***HostAccess® Support Services***

The key features of HostAccess® support are:

- Initial Response to Support requests within 2 business days
- Resolution Response Time Goal of 6 business days for Severity Level 1 problems with other problems being addressed in subsequent maintenance releases.
- Additional services and options available by quote

## MAINTENANCE AND SUPPORT TERMS AND DEFINITIONS

These policies are limited to support as provided by HostAccess® Support Services for released versions of the HostAccess® products. HostAccess® support does not apply to beta releases, pre-release or early access versions of any HostAccess® product. Support services do not apply to third party software, customer modifications, or customer applications.

### **Contacting Support**

HostAccess® support is available via the following email addresses:

[Support@roguewave.com](mailto:Support@roguewave.com) for customers in the Americas  
[Support@pixel-group.com](mailto:Support@pixel-group.com) for rest-of-the-world customers

Telephone support is available on the following numbers:

USA and the Americas	+1-303-545-3205 / 1-800-404-4767
International / Rest-of-the-World	+44 (0)1442 231081

### **Problem Reporting Checklist**

To help us serve you quickly and efficiently, please include the following information within your support request:

- Your Name
- Your Contract Reference
- Company Name
- Company Address
- Telephone Number
- E-mail Address
- Also provide a detailed description of the problem, including any error messages that you may have received.

### **Product Lifecycle**

The HostAccess® product moves through the following lifecycle stages:

- **Active Support Period:** The Active Support Period begins when a version of HostAccess® becomes generally available, and ends when that version enters the Obsolescence Period. During the Active Support Period, licenses may be purchased and Rogue Wave Software provides full technical support.
- **Obsolescence Period:** The HostAccess® Obsolescence Period extends for one year from the date of a subsequent release (see Product Version and Support Period section below). During this time, licenses can be purchased only for added developers working on existing projects. Technical support assistance remains available under existing support contracts.
- **Retired:** Once the one year Obsolescence Period is complete, Rogue Wave no longer provides technical support for this version, except for customers with custom support contracts stating otherwise. Once a product has been Retired, licenses may not be purchased.

### **Product Version Obsolescence**

The HostAccess® versioning scheme can be generalized as X.Ya:

- **Major version** -- the X digit shows the major version (for example, version 6 or version 6.0.0 is a major version release).

- **Minor version** -- the Y digit shows the minor version (for example, version 6.3 is a minor version release).
- **Maintenance version** -- the 'a' digit shows the maintenance version (for example, version 6.3a is a maintenance version release on version 6.3).

Rogue Wave Software provides active technical support for the two most recent minor versions of HostAccess® and all associated maintenance releases, and continues to honor outstanding support obligations on the previous version throughout the obsolescence period.

When a version of HostAccess enters the Obsolescence Period, Rogue Wave Software will notify registered customers with valid support contracts of the decision to retire a product by one or more of the following methods:

- A letter to the last known mailing address of the registered user of the product.
- An e-mail to the last known e-mail address of the registered user of the product.
- Posted notification on the Rogue Wave website.

Please note, Rogue Wave Software does not guarantee these proactive methods of contact will be successful. We urge customers to keep current with their e-mail and mailing information.

### ***Maintenance and Support Period***

Maintenance and Support pricing reflects a Maintenance and Support period beginning on the Effective Date of the HostAccess® Maintenance Agreement for a period of 12 months thereafter (the "Support Period").

### ***Maintenance and Support Fees***

Maintenance and Support Fees are due and payable annually in advance of a Support Period, unless otherwise specifically stated.

### ***Incident***

An "Incident" is defined as any single request or report of a problem, submitted by any person designated in the HostAccess Maintenance Contract as a designated support contact, which requires the response or intervention of HostAccess support personnel. Multiple problem reports or support requests cannot be combined into a single support incident.

### ***Defect***

A defect is any error, unexpected result, or incorrect behavior that deviates from the expected result or use. Architectural modifications in subsequent product releases or failures resulting from the use of undocumented product behavior, or use on unsupported platforms will not be classified as a defect. Products are subject to support only on supported platforms.

### ***Defect Resolution***

In order to verify a defect or problem report, HostAccess Support Services may request diagnostic information to assist in the investigation and determination of the reported defect. The severity guidelines below assume that a bug can be reproduced in-house. If Support cannot reproduce the bug in-house, remote access may be requested. The time required to create, debug, install, or update any test program will be excluded from any stated resolution time goals.

### ***Initial Response Time Goal***

The time for a return call from HostAccess Support Services to the supported HostAccess licensee to acknowledge the receipt of the defect or problem report.

### ***Resolution Response Time Goal***

The average time required to provide a documented fix, recommend a workaround, or target the date of availability for a workaround or fix that restores full functionality to the product using best efforts.

### ***Supported Platforms***

HostAccess Support Services provides support for a HostAccess installation on any supported platform.

Minimum Requirements: Pentium processor-based PC, 16 MB RAM or more, Windows 95/98 or NT v4.00 or later, 256-color display monitor and CD-ROM drive. 11 MB/12MB Disk space.

### ***Product Version and Release Support Period***

Maintenance is provided for the most-recently released minor version of HostAccess. Support is provided for the two most-recent minor releases of the product. For example, when version 7.c is released, active support will be provided for versions 7.c and 7.b, and version "7.a" enters a one year obsolescence period. When a specific release or version of HostAccess enters obsolescence, all outstanding support contracts are honored, but new support contracts are no longer sold. After the 1-year obsolescence period the version is retired. All maintenance releases for a given minor release are supported until the associated minor release is retired. Quovadx Inc. does not provide support services for retired versions of HostAccess.

### ***Termination***

Maintenance and Support services are non-cancelable and non-refundable during the Support Period.

### ***Reinstatement of Maintenance and Support***

In the event that Maintenance and Support lapses, a Reinstatement Fee and Penalty shall be assessed upon reinstatement of Maintenance and Support. Rogue Wave Software calculates Reinstatement Fees from the date that the Maintenance and Support lapsed to the date that the Maintenance and Support is renewed. The Penalty is twenty percent (20%) of the Reinstatement Fees. Pricing is based on Rogue Wave Software pricing in effect at the time the Maintenance and Support is ordered.

### ***Unsupported Products***

HostAccess licensees without a current Maintenance and Support Contract do not receive Updates or any other Maintenance and Support services for those HostAccess products.

### ***Workaround***

To resolve unexpected or undesirable behavior, support engineers may provide workarounds or suggestions for the modification of product or customer code to resolve the reported problem or defect. Workarounds are supplied through the best efforts of the Support Services group and may represent changes in product code that have not been fully certified or tested. Any code modifications, suggestions, or workarounds are presented "as-is" without any express warranty or claim of compatibility.

## SEVERITY DEFINITIONS

HostAccess licensees may require technical support for problems with HostAccess products that affect the operability or impede the functionality of a deployed production application or that interfere with the development of that application. They may also need assistance with implementation issues or require bug fixes or product enhancements. HostAccess Support Services categorizes these problems or issues as follows:

### ***Severity Level 1***

The problem causes a live deployed production application to stop, crash or cease to function. Work cannot reasonably continue, the application is mission critical to the business and the situation is an emergency requiring immediate attention towards resolution.

### ***Severity Level 2***

The problem caused by the HostAccess product severely restricts the usability of deployed production application, but the production application can continue to run/operate. The problem completely stops pre-deployment development efforts.

### ***Severity Level 3***

The problem significantly restricts the functionality of the HostAccess product within a live deployed production application and/or significantly impedes pre-deployment development efforts. Severity Level 3 problems include a degradation of reliability or performance or limited access to a non-critical function of the HostAccess product. Severity Level 3 problems include those for which a workaround had been provided, but for which a permanent improvement is still necessary.

### ***Severity Level 4***

The problem does not significantly restrict the functionality of the HostAccess product within a live deployed production application and/or has only a minor impact on pre-deployment development efforts. Requested performance or usability enhancements will also be considered Severity Level 4 problems, but will be provided at Rogue Wave Software's discretion.

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