

The Yearly Maintenance Plan Includes	Silver	Gold	Platinum
Unlimited Number of Support Requests by Support Panel	✓	✓	✓
Automatic Notification of and Access to all Product Updates for 12 Months	✓	✓	✓
A Maintenance Plan Card Detailing all Benefits and Plan Specifics	✓	✓	✓
24x7 Access to Knowledge Base	✓	✓	✓
24x7 Access to Product Web Communities	✓	✓	✓
Sample Code, Sample Projects and White Papers	✓	✓	✓
Technical Webinars / Online Product Demonstrations	✓	✓	✓
Unlimited Web-based Requests Using eService	✓	✓	✓
Critical Security Updates	✓	✓	✓
Access to Hot Fixes	✓	✓	✓
Unlimited Number of Support Requests by Phone		✓	✓
Personal Support Contact		✓	✓
Access to Priority Support Channels for Quickest Service		✓	✓
Preferred Access to Beta Programs		✓	✓
Update / Upgrade Support			✓
Health Check			✓
Support Plus			✓
TAM (Technical Account Manager)			✓
Hours of Operations <sup>1</sup> Europe	from 8 am to 5 pm CET / Monday – Friday <sup>2</sup>	from 8 am to 5 pm CET / Monday – Friday <sup>2</sup>	from 8 am to 5 pm CET / Monday – Friday <sup>2</sup>

Hours of Operations <sup>1</sup> North America	from 8 am to 5 pm EST (EDT) / Monday – Friday <sup>3</sup>	from 8 am to 5 pm EST (EDT) / Monday – Friday <sup>3</sup>	from 8 am to 5 pm EST (EDT) / Monday – Friday <sup>3</sup>
Initial Response Time	16 Business hours <sup>4</sup>	Per Severity chart <sup>4</sup>	Per Severity chart <sup>4</sup>

### Gold and Platinum Severity Chart

Severity Level	Initial Response Time
Severity 1 (Urgent)	4 business hours <sup>4</sup>
Severity 2 (High)	4 business hours <sup>4</sup>
Severity 3 (Normal)	8 business hours <sup>4</sup>
Severity 4 (Low)	16 business hours <sup>4</sup>

**Severity** – is defined in the following levels. This is a guideline which should help to categorize your service requests. This is used to steer our resources to the support requests where fast reaction is most needed.

**Severity 1 (Urgent)** – this level should be selected if the problem at hand causes the whole product to stop working, if there is a security issue, if the failure affects a large part of your environment or if the problem causes a substantial business impact.

**Severity 2 (High)** – this level should be selected if the reported problem causes a failure in an important module and large parts of the product aren't useable or if the problem causes a measurable business impact and is of high importance to you.

**Severity 3 (Normal)** – this level is for all issues that are not fitting in one of the other categories.

**Severity 4 (Low)** – this severity level is for all issues which are considered of low importance, or which are considered "nice to know" etc. by the customer or which deemed as low priority by our development.

<sup>1</sup> Time where actual personnel is present in the office and working on Support Requests; also referred to as "regular business hours" or "business hours"

<sup>2</sup> Except on legal holidays of North Rhine Westphalia

<sup>3</sup> Except on legal holidays of Florida

<sup>4</sup> Only counted during regular business hours

### North Rhine Westphalia – legal holidays

	2024	2025
New Year:	01.01.2024, Monday	01.01.2025, Wednesday
Good Friday:	29.03.2024, Friday	18.04.2025, Friday
Easter Monday:	01.05.2024, Monday	21.04.2025, Monday
Labor Day:	01.05.2024, Wednesday	01.05.2025, Thursday
Ascension:	09.05.2024, Thursday	19.06.2025, Thursday
Whit Monday:	20.05.2024, Monday	09.06.2025, Monday
Corpus Christi:	30.05.2024, Thursday	29.05.2025, Thursday
Day of German Unity:	03.10.2024, Thursday	03.10.2025, Friday
All Saints' Day:	01.11.2024, Friday	01.11.2025, Saturday
Christmas:	25.12.2024, Wednesday	25.12.2025, Thursday
St. Stephen's Day:	26.12.2024, Thursday	26.12.2025, Friday

### Florida – legal holidays

	2024	2025
New Year's Day:	01.01.2024, Monday	01.01.2025, Wednesday
Martin Luther King Jr. Day:	15.01.2024, Monday	20.01.2025, Monday
Memorial Day:	27.05.2024, Monday	26.05.2025, Monday
Independence Day:	04.07.2024, Thursday	19.06.2025, Thursday
Labor Day:	02.09.2024, Monday	01.09.2025, Monday
Veterans Day:	11.11.2024, Monday	11.11.2025, Tuesday
Thanksgiving:	28.11.2024, Thursday	27.11.2025, Thursday
Thanksgiving Friday:	29.11.2024, Friday	28.11.2025, Friday
Christmas:	25.12.2024, Wednesday	25.12.2025, Thursday