



JDisc Discovery
Support Agreement

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Support agreement

§1 Subject of agreement

1. Network inventory software JDisc Discovery and its optional Add-Ons (Networking, Dependency Mapping, Device History, Security and Measurement)
2. Assistance as described in §2

§2 Scope of services

1. Included services
 - 1.1. Access to download any new version on the JDisc website
 - 1.2. Bug fixing in case of serious faults. A fault only exists if the software features deviate considerably from the description in the documentation or if the software can not be used as agreed.
 - 1.3. Assistance via email during installation, upgrade, configuration or usage
 - 1.4. Assistance during error analysis for repair of faults and errors
 - 1.5. Enhancement Requests
 - a) Enhancement Requests are considered for upgrades or new version
 - b) Requests of JDisc customers are preferred
 - c) There is no right to claim that enhancement requests has to be implemented
 - 1.6. Providing JDisc Discovery manuals and documentation
2. Exclusion
 - 2.1. Only the last two major releases are supported

§ 3 Obligation of a customer

1. Assistance during error analysis and bug fixing
2. Reporting errors

§ 4 Support charges

1. annual costs: 20% of software purchase price
2. The annual support fee is payable in advance and the price applies for a duration of 12 months

§ 5 Severity Levels & Response time

This chapter explains the severity levels used by JDisc and their response time. The response time gets measured in JDisc business hours. JDisc business hours are starting from 9am to 5pm German timezone.

- **Critical:**
Catastrophic error causing irrevocable loss of data or damage to the hardware or software. The problem could result in large-scale failures that prevent many people from doing their work. Performance is so bad that the system cannot accomplish business goals.
Response time: 4 hours
- **High:**
Severe problem, causing possible loss of data. User has no workaround to the problem. Performance is so poor that the system is universally regarded as 'pitiful'.
Response time: 8 hours
- **Medium:**
Moderate problem causing no permanent loss of data, but wasted time. There is a workaround to the problem. Internal inconsistencies result in increased learning or error rates. An important function or feature does not work as expected.
Response time: 16 hours
- **Low:**
Minimal error. The problem is rare and causes no data loss or major loss of time. Minor cosmetic or consistency issue.
Response time: 24 hours

While our support engineers will make best efforts to resolve your issue, JDisc cannot guarantee to resolve all issues due to the diversity of our customers' network configurations.

§ 6 Terms

1. The support starts with the delivery of the license by JDisc
2. Duration: The support contract is valid for 12 months
3. Termination: After the end of the duration the contract expires

automatically. A renewal can be requested by the customer anytime. JDisc requests a renewal in the last month of the duration.

4. Contracts which were not directly concluded with JDisc but a JDisc partner the termination and duration conditions of the respective partner apply.