



Ensuring Uptime and Performance of Business-Critical Applications

Resonate Technical Support

Resonate is committed to providing customers with technical support expertise to help ensure the uptime and performance of their business-critical applications. To accommodate our customers' needs, we offer two options for Resonate Technical Support: Standard 24x7 Support and Premier On-Site Support.

Standard 24x7 Support

With our Standard 24x7 Support, customers receive the following:

Telephone Support

24x7 telephone support with live call pick-up on weekdays from 6:00 am to 6:00 pm Pacific Time, excluding Resonate holidays. Outside of these hours, a Resonate Technical Support Engineer will be paged and will respond within thirty minutes.

Email Support

During business hours, customers can interact with our Technical Support Engineers via support@resonate.com. This is useful for low priority cases or for sending in large amounts of data such as log files, configuration files, etc.

Web Support

Our Web site offers useful information and tools aimed at helping customers administer their Resonate deployment.

- Downloads – Download and install updated software.
- Documentation – Download and read current user guides and release notes.
- Support Bulletins – Receive information about interesting workarounds discovered by our Support Engineers.
- Knowledgebase – Search our document repository for troubleshooting information.
- Problem Report Form – Initiate a technical support case through a form.
- "My Support Cases" – Create, view and update your current cases through the web.

The Resonate Advantage

- World-Class Technical Support Engineers
- Round the Clock Support
- Fast and Convenient Access

- Software Updates – Customers receive access to all software modifications designated by Resonate as bug fixes, patches, or updates, and updates to the relevant documentation.

Premier On-Site Support

Customers can receive a wealth of additional services with

Resonate's Premier On-Site Technical Support. In addition to the above Standard 24x7 Support features, Premier On-Site Support provides:

On-Site Support

Customers may request an on-site Resonate representative be dispatched to their site to troubleshoot an existing problem. The Resonate representative will arrive on-site within four hours of escalation by the Resonate Technical Support Center (or within 48 hours

when outside of the United States). The Resonate representative will remain on-site until the issue has been resolved. Travel and expenses are billed separately at actual cost.

Assigned Phone Support

To ensure consistent levels of support, two Named Support Engineers (NSE) will be assigned to the customer company.

- Contacting Technical Support – When contacting Technical Support during business hours, customers will be put directly in touch with their NSE. Customers will also be given direct numbers of each NSE for even faster response times.
- New releases – NSEs will help assess any new features or technology supported in the new release, and how it will fit into the customer's environment. We will make recommendations for any upgrades that may be planned.
- Stand-by – When it comes time to upgrade a site, a customer may choose to put their NSEs on stand-by. The customer will then be able to directly contact their NSEs after hours for technical support. The times for stand-by will be negotiated on an "as needed" basis.
- Monthly call – NSEs will contact customers monthly to discuss the status of their Resonate deployment. Any issues can be



Premier On-Site Support Continued

addressed immediately and will be appropriately logged. Any product feedback will be sent to the appropriate team at Resonate headquarters and tracked. This ongoing communication allows our teams to build relationships and to better understand a customer's environment.

- Bug fixes – Customers will be kept up-to-date on reported bugs that directly affect their site. If a reported bug may adversely affect a customer's site, the case will be resolved within our negotiated service levels (refer to the End-User License Agreement for more information on service levels).
- New patches – As new patches are released, NSEs will contact customers to assess the implications for their Resonate deployment.

Reporting

Monthly reports will be distributed to a customer detailing any activity during the previous one month time period. If there are any active cases, their status will be provided with a detailed plan of action for a successful and timely resolution.

Training

When purchasing Premier On-Site Support, customers receive a 10% discount on Resonate Education classes, covering an unlimited number of seats for Sunnyvale-based classes as well as customer on-site classes. This discount remains in place while the Premier On-Site Support contract is current.

Additional Floating Days

During each year of the Premier On-Site Support contract, customers may receive up to two days on-site assistance from Resonate. These days may be used for available support-related activities selected by the customer including on-site testing, pre-upgrade testing, problem reproduction, etc. Must be requested by the customer and used consecutively. Travel and expenses are billed separately at actual cost.

Professional Service

Premier On-Site Support also includes a 10% discount on Resonate Professional Services consulting activities. All Professional Services days acquired at the discounted price must be used within terms negotiated at the time of purchase.

Resonate Technical Support

For support pricing, related terms and conditions, or to purchase technical support, please contact Resonate Technical Support.

- Email: support@resonate.com
- Toll Free: 877-Resonate
- International +1-408-548-5600

Note: Total discounts not to exceed 100% of Premier On-site Support agreement. Discounts cannot be used in combination with any other discounts.



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385 Moffett Park Drive • Sunnyvale • California 94089 tel 408.548.5500 • fax 408.548.5679 • info@resonate.com
www.resonate.com

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