

Neuron ESB Product Support Policies

Providing 24/7 Support for the Connected Business

Overview

Neuron Customer Support Services enable businesses to build and maintain solutions using Neuron ESB.

Support levels range from Standard to Extended Support for mission critical systems. Customized support for specific environments is available to accommodate unique business responsiveness or uptime requirements. Customized support may include development and/or deployment services. In all cases, we pride ourselves on providing immediate, reliable technical support to meet the needs of our customers.

Customer Support Service representatives can be reached via web forum and email. For online support, please visit <http://support.neuronesb.com>.

Neuron ESB Standard Support: For customers operating in an environment where technical support is required.

Neuron ESB Extended Support: For customers running mission critical systems with challenging uptime requirements.

Neuron ESB Standard Support

Benefits

- Ensure high availability of mission-critical systems with the assurances of an advanced, prioritized support program.
- Maximize technology return on investment (ROI) by reducing solution risk and turnaround time.
- Gain competitive advantage and generate revenue by optimizing the development cycle.

Features

Technical Support Service:

- Response 8am x 5pm PST
- Email or Online submission of service request
- Service request analysis and definition
- Service request management, resolution and response
- Identification and release of available product releases

Online Support Service:

- Knowledge Base, a comprehensive online repository of product data, technical information, and articles written by senior Neuron ESB technical staff members
- Access to documentation and release notes
- Online submission of service requests with ability to query status

Standard Acknowledgement and Response Target Times

Severity	Acknowledgement	Response	Solution
Level 1	immediate	2 hours	2 Business Days
Level 2	immediate	4 hours	4 Business Days
Level 3	1 Business Day	1 Business Day	10 Business Days

Support Incidents

An Incident is defined as a support call received from a Neuron customer. All Neuron support calls, where there is a valid Neuron product issue, are included in the annual Software Support fee. Where calls are raised that are not due to issues with Neuron, we may, at our discretion charge a service fee per issue if the number of non Neuron related incidents exceed 10 during the customers Neuron ESB Standard Support (annual) coverage period.

Authorized Callers

Customers may select 3 representatives which will register with Neuron Customer Support Services as the primary contacts to facilitate all support calls.

Neuron ESB Extended Support

Benefits

- Ensure high availability of mission-critical systems with the assurances of an advanced, prioritized support program.
- Maximize technology return on investment (ROI) by reducing solution risk and turnaround time.
- Gain competitive advantage and generate revenue by optimizing the development cycle.

Features

Technical Support Service:

- Response 24 x 7
- Email or Online submission of service request
- Service request analysis and definition
- Service request management, resolution and response
- Identification and release of available product releases
- Architectural reviews of solutions

Online Support Service:

- Knowledge Base, a comprehensive online repository of product data, technical information, and articles written by senior Neuron ESB technical staff members
- Access to documentation and release notes
- Online submission of service requests with ability to query status
- Free Access to Online Training Resources (<http://training.neuronesb.com>)

Standard Acknowledgement and Response Target Times

Severity	Acknowledgement	Response	Solution
Level 1	immediate	2 hours	2 Days
Level 2	immediate	4 hours	4 Days
Level 3	1 Day	1 Day	10 Days

Support Incidents

An Incident is defined as a support call received from a Neuron customer. All Neuron support calls, where there is a valid Neuron product issue, are included in the annual Software Support fee. Where calls are raised that are not due to issues with Neuron, we may, at our discretion charge a service fee per issue if the number of non Neuron related incidents exceed 25 during the customers Neuron ESB Standard Support (annual) coverage period.

Authorized Callers

Customers may select 5 representatives which will register with Neuron Customer Support Services as the primary contacts to facilitate all support calls.

Severity Levels

Response to Severity Levels

We will always use our best efforts to correct errors and provide maintenance for Neuron ESB. Severity Levels are used by Neuron ESB Customer Support Services in determining the response to a particular Service Request. The level of support agreement purchased by the Customer determines response.

General Statement

When a Customer submits a Service Request, whether by telephone or electronically, each Service Request will be assigned a severity level. Assignment of the severity level will be based either on Neuron Customer Support Services expertise in determining Customer Severity Levels or as mutually agreed to by both the Customer and Neuron Customer Support Services.

Support Agreements

Any and all Support Agreements from the effective date will include only these defined severity levels that will be utilized by Neuron Customer Support Services. Existing Support Agreements will have their defined severity levels honored until the end of the obligation term.

Effective Date

The effective dates of these Severity Levels will be January 1, 2009.

Severity Levels and their Definitions

Level 1 (Emergency)

The Software or a significant portion of the Software is totally inoperative. The Software is severely impacted or in a catastrophic situation causing total system failure or unrecoverable data loss. This severity level can only be assigned to situations involving Software already installed and operating in production or “live” environments.

Level 2 (High)

The Software is usable, but is functionally degraded or restricted in a material manner with disruption to the normal operation of the system or a significant part of the system.

Level 3 (Low)

The Software is usable but one or more functions may not operate as expected. This is a non-critical situation or one for which a work-around has already been identified.

Neuron ESB Product Lifetime Policy

Introduction

Neuron ESB Product lifetime policy is designed to help communicate the support resources available during a product's life span. This policy outlines the support stages starting from the first commercial shipment, to retirement and to the eventual end of life of the product. This information is intended to help you develop your product plans with the knowledge and understanding of our support plans. To assist you with migration and transition strategies, the Neuron ESB product group offers a wide variety of education courses and consulting services. Please be advised that the information contained in this document is subject to change without notice. For further information, please contact your Neuron ESB representative.

Product Support Definitions

While we use the term "product" in a general sense, we are actually referring to Neuron ESB product(s) and version(s) running on a specific operating system.

3 Year Support for Neuron ESB

The Neuron ESB product group guarantees 3-year software support for the latest major versions of our products. Minor versions are retired when a succeeding major or minor version is released and reach end of life 18 months after retirement. Hot fix releases and service packs for Neuron ESB are compatible with the major release. All patches are supplied on the latest service pack or minor release.

Generally Available Products

Generally Available Products are available for sale and fully supported from the generally available date until the retired date. The Neuron ESB product group recommends that customers begin all new projects with latest Generally Available Products, and migrate existing applications to Generally Available Products as soon as possible.

Retired Products

Retired Products are not available for general sale and will be supported up to 18 months from the initial product retirement date. When a release is superseded by a later release, it becomes a retired product. For a retired product there will no longer be product enhancements, minor releases and Operating System upgrades. Otherwise a retired product will be fully supported until End of Life.

Customers should not continue to develop and deploy applications based on retired products. The Neuron ESB product group will suggest possible migration paths to similar products for retired products and platforms.

End-Of-Life Product

End-Of-Life Products are not available for sale or support by the Neuron ESB product group. Neuron Customer Support Services may provide certain assistance on end-of-life products, please contact your Neuron ESB sales account representative for further information. However, the knowledge and skills available to resolve issues on end-of-life products is limited. The Neuron ESB product group strongly recommends that customers migrate to a fully supported Neuron ESB product as soon as possible in order to maintain the highest level of support for their applications and systems.

Product Phase	Product Sales	Support
Generally Available Product	Yes	Yes
Retired Product	Restricted Sales	Yes
End-of-Life Product	No	No

When a new major version is released, we retire the previous version 18 months from after this date. When a minor version is released, we retire the next to previous version immediately. All retired versions will reach end of life, 18 months from the retired date. So 2 minor versions are supported with each major release.

Neuron ESB Retirement and End of Life

Product Name	Version	Status	GA Date	Retire Date	End Of Life Date
Neuron ESB	3.7	GA	October 1, 2019	April 1, 2021	October 1, 2022
Neuron ESB	3.6	GA	June 6, 2018	January 1, 2020	June 6, 2021
Neuron ESB	3.5.4	Retired	June 2, 2016	June 6, 2018	June 2, 2019
Neuron ESB	3.5.3	Retired	July 21, 2015	June 2, 2016	July 1, 2018
Neuron ESB	3.5.2	Retired	February 26, 2015	July 21, 2015	February 26, 2018
Neuron ESB	3.5.1	Retired	December 11, 2014	February 26, 2015	December 11, 2017
Neuron ESB	3.5	Retired	November 13, 2014	December 11, 2014	November 13, 2017
Neuron ESB	3.1	Retired	March 6, 2014	November 13, 2014	April 6, 2016
Neuron ESB	3.0.3	Retired	Aug 7, 2013	March 6, 2014	Aug 7, 2016
Neuron ESB	3.0.2	Retired	May 24, 2013	Aug 7, 2013	May 24, 2016
Neuron ESB	3.0.1	Retired	April 2, 2013	May 24, 2013	April 2, 2016
Neuron ESB	3.0	Retired	Feb 25, 2013	August 25, 2014	Feb 25, 2016
Neuron ESB	2.6	Retired	April 25, 2012	Feb 25, 2013	April 25, 2015
Neuron ESB	2.5	Retired	Nov 23, 2009	May 23, 2011	Nov 23, 2012

Product Name	Version	Status	GA Date	Retire Date	End Of Life Date
Neuron ESB	2.1	Retired	June 4, 2009	Nov 30, 2009	June 4, 2012
Neuron ESB	2.0	Retired	April 15, 2008	June 30, 2009	April 15, 2011
Neuron ESB	1.0	Retired	Jan 1, 2007	April 30, 2008	Dec 31, 2009