bostech™ **corporation**

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ChainBuilder ESB Professional Subscriptions

ChainBuilder ESB Professional Subscription provides open source SOA and integration developers with everything needed to successfully develop and deploy JBI-compliant ESB solutions with ChainBuilder ESB. With three levels of subscriptions available, organizations can customize their support program.

	Basic	Advanced	Premium
Support - Problem Resolution:			
Number of Incidents (bug related only)	unlimited	unlimited	unlimited
Designated Contacts to Support	1	2	4
Phone Access	N/A	X	X
E-Mail Access	X	X	X
Hours of Support Coverage	8:30-5:30 EST	8:30-5:30 EST	7X24X365
Severity I (critical) Initial Response	16 hours	2 hours	2 hours
Severity II (Serious) Initial Response	3 business days	2 business days	16 hours
Severity III (Moderate) Initial Response	4 business days	2 business days	16 hours
Severity IV (Minor)	5 business days	3 business days	1 business day
Status Update for Severity I to III	N/A	N/A	X
Designated Bostech Support Contact	N/A	N/A	X
Newsletters	X	X	X
Online Documentation	X	X	X
Written Use Cases for guidance	X	X	X
License Improvements:			
Maintenance, Upgrades	X	X	X
Indemnification	X	X	X
Warranty	X	X	X
Professional Services:			
Training...			
4-hour Remote Introductory Training	X	X	X
Remote Trouble Shooting (hours/year)	12 hours/year	18 hours/year	24 hours/year
Code Review	Project-based	Project-based	8 hours/year
Design & architecture assistance	Project-based	Project-based	8 hours/year
Performance Tuning	Project-based	Project-based	8 hours/year
Product Management...			
Access to development plan	N/A	N/A	X
Access to product engineering team	N/A	N/A	X
On site visit	N/A	N/A	1/year