



Actuate Customer Support Offerings and Service Level Objectives for Subscription Customers

Customer Support Objectives

To ensure that our customers are successfully achieving their business objectives with Actuate products, Actuate Customer Support is committed to provide the highest quality of service to each and every one of our customers through dedication, expertise, innovation, and professionalism.

Subscription Agreement

In order to receive service from Actuate Customer Support, a current subscription agreement must be in place. Actuate Customer Support cannot provide assistance to customers who allowed their subscription agreement to lapse.

Customer Support Policies

Actuate Customer Support consists of answering questions about the operation of the software, providing information about known defects and workarounds, accepting new defect reports, and providing general recommendations about how to best use the product. Our means of communication with our customers vary depending on the support plan.

While there is no explicitly defined limit on the number of support hours a customer may receive, more extensive analysis and advice about how to use the software is considered to be consulting, and is not part of the standard support arrangement.

A subscription consists of software updates that may contain product enhancements and/or fixes for defects. Such updates are provided at Actuate's discretion. New products identified as such by Actuate are not covered by a subscription, and must be purchased separately.

Actuate Licensing

The Actuate Licensing organization maintains customer information including contact details, products licensed, and subscription status. Actuate Licensing works closely with the Accounting and Support organizations to ensure the accuracy and completeness of customer data. For questions regarding product delivery and related information, please contact licensing@actuate.com.

Supported Products and Obsolescence Policy

Actuate is committed to providing the highest quality products and support services for our products. To this end, we strive to continually improve and enhance our products with the most resources dedicated to our most current release. For a detailed explanation of our product obsolescence policy and supported third party products, please visit our support website at <http://support.actuate.com/documentation/spm>. Actuate will use reasonable commercial efforts to respond, based on the severity of the problem and in accordance with its Service Level Objectives, to Licensee's request for assistance in fixing problems with the Software.

Customer Support Offerings

Actuate provides a range of Support Plans in order to meet the needs of varying customer situations. These are:

Basic Maintenance

Purchasing the Basic program allows unlimited access during your subscription period to releases of the licensed Actuate products for product enhancements and maintenance updates from our secure web site

Package Includes:

- Unlimited access to Actuate user forums
- Access to self-help portal
- Online software updates

Silver Plan

The Silver option is for organizations that need an elevated level of service to ensure successful development, deployment, and maintenance of Actuate applications. The Silver option covers you every step of the way in the development and deployment life cycle, from implementation to follow-up telephone and email support.

Package includes:

- Unlimited access to local customer support call center during business hours (Email/Web/Phone)
- Web-based case submission and review
- Unlimited access to Actuate user forums
- Access to self-help portal
- Online software updates

Gold Plan

The Gold option is a good choice for organizations that require support for mission-critical reporting applications. This option provides around-the-clock support for down systems in production in addition to the services included in the Silver option.

Package includes:

- 24x7 support for down systems in production
- Access to local customer support call center during business hours (Email/Web/Phone)
- Web-based case submission and review
- Unlimited access to Actuate user forums
- Access to self-help portal
- Online software updates

Platinum Plan

Our highest level of support, the Platinum option is for organizations that require highly personalized service for mission-critical environments. An account manager is assigned to your account to be intimately familiar with your environments in order to identify and prevent possible problems. The account manager's primary task is to ensure successful and timely deployments and maintain the stability of your environments.

Package includes:

- Account Manager
- Account Manager onsite visits (twice per year)
- Professional Services on-site support - 5 days per year, on-site visits by our experts
- Weekly case report
- 24x7 support for down systems in production
- Access to local customer support call center during business hours (Email/Web/Phone)
- Web-based case submission and review
- Unlimited access to Actuate user forums
- Access to self-help portal
- Online software updates

Customer Support Offerings				
Support Plan ¹	Basic	Silver	Gold	Platinum
SLOs: Special Terms	<i>Limited</i>	<i>Full</i>	<i>Full</i>	<i>Full</i>
Unlimited Incidents		●	●	●
Unlimited Contacts	●	●	●	●
Phone Local Support Center		●	●	●
Email Local Support Center		●	●	●
Self-Help Portal	●	●	●	●
Moderated Forums	●	●	●	●
Online Software Updates	●	●	●	●
Account Manager				●
On-site Visits (2/year)				●
Professional Service Days (5/year)				●
Weekly Case Report				●
24x7 Support: Priority 1 ²			●	●
English Language Support †	●	●	●	●
French Language Support †		●	●	●
German Language Support †		●	●	●
Japanese Language Support †		●	●	●

Actuate disclaims any responsibility for ensuring that Customer is compliant with its Actuate license agreements. Such responsibility rests solely with Customer.

¹Basic support plan is not available for BIRT Performance Scorecard products.

²24x7 service is provided only in English

†BIRT Performance Scorecard and open source BIRT product support is currently available in English only. Support for the Xenos line of products is provided only in English.

Customer Support Definitions and Service Level Objectives

Services Included in a Support Plan

Customers with a current subscription are entitled to access Customer Support as described in their specific Support Plan and receive online software updates, new versions and patches. Delivery of license keys for products properly licensed by the customer is also a benefit of the Support Plan.

Pricing following Reduction of Licenses or Support Plan Level

Pricing for Customer Support is based upon the level of Support Plan and the volume of licenses ordered. If the level of the initial Support Plan is reduced, support for the remaining licenses will be priced at Actuate's list price in effect at the time of termination.

Deployment

A Support Plan for a given project or application must be ordered or renewed for all Software corresponding to such project or application, regardless of Deployment Type. For example, if Licensee renews a subscription for the Production Software for its payroll application then Licensee must maintain a subscription for the Development Software for such payroll application.

Definition of an Incident

An Incident is a single, reproducible, discrete technical problem or symptom, which cannot be reasonably divided, and which is not overly broad in scope.

Multiple unrelated issues cannot be stacked into one Incident. Actuate Customer Support will use reasonable judgment to decide the number of Incidents to be associated with multiple reported issues or if an Incident is too overly broad in scope.

Support for a Custom Application

Custom Applications are developed by the use of custom code in conjunction with the Actuate product. These Custom Applications may have been developed from scratch or based upon an example supplied by Actuate.

With regards to Custom Application, Actuate's support service extends to:

- Determining if the problem is with the core Actuate product or with the Custom Application. If the issue is with the Custom Application, we will try to offer some suggestions, but ultimately, it is the customer's responsibility to resolve any errors generated by the Custom Application.
- Having Actuate Customer Support answer specific questions regarding documented properties, methods, events, function calls and parameters.

Actuate Customer Support only provides assistance with the types of issues noted above in regards to a Custom Application. We do not support a Custom Application written by the customer, an Actuate Professional Services consultant, or an independent consultant.

Case Submission Procedure

Actuate Customer Support highly recommends our Silver Plan customers prepare a minimal reproducible case before contacting support. A Temporary Fix Service Level Objective begins upon Actuate's receipt of a reproducible test case, which can be used to manifest the issue. Along with a minimum reproducible case, information about your environment should also be included with your submission.

Definition of a minimum reproducible case

A minimum reproducible case is a complete workflow or package that a customer support engineer can follow or utilize to reproduce the encountered problem. The package should also contain details of the environment, which exhibits the problem. In addition, associated files (e.g. sample reports, sample data source, log files, and so on) must be forwarded to Actuate Customer Support if a full technical review is necessary.

Case Closure Policy

The following are possible reasons for case closure. One of the following alone could lead to a case closure.

- The customer decides to close the case.
- Actuate Customer Support is waiting for a response from the customer and the case has been outstanding with no activity for 3 business days without a response from the customer.
- The identified problem is deemed to be a product defect or enhancement request. In these cases, a defect or enhancement request is logged and the case is closed.
- The problem is identified as not related to the Actuate product.
- A solution was provided and the customer is satisfied with the resolution.
- The reported problem is a duplicate of an existing case.

Acknowledgment

Acknowledgment is defined as a contact by either email or phone to advise of the receipt of a issue reported by a customer.

Initial Response

Initial response is defined as contact by either email, phone or web update by a trained Customer Support professional to gather additional information about a customer reported issue, to determine the steps to reproduce the problem, or to possibly provide a solution to the reported problem.

Status Frequency

This is the frequency with which Actuate Customer Support will update our customers on their open support issues. This frequency may be extended by mutual agreement between the customer and Actuate Customer Support.

Temporary Fix

The assigned Customer Support Engineer will continue to work on a case until an acceptable solution is made or one of the conditions is met per the Case Closure Policy.

Service Level Objectives - Silver, Gold, Platinum Support Plans

The following table summarizes Actuate Customer Support's Service Level Objectives for the Silver, Gold, and Platinum support plans.

Service Levels	Priority 1	Priority 2 Deployment Stoppage	Priority 2 Major Feature Failure	Priority 3	Priority 4
Acknowledgment	15 minutes	15 minutes	3 hours	4 hours	4 hours
Initial Response	30 minutes	1 hour	6 hours	6 hours	8 hours
Status Frequency	Every day	Every day	Every 3 days	Every 5 days	Every 7 days
Temporary Fix	1 day	2 days	8 days	10 days	12 days

Note: All P1 and P2 Deployments must be logged via a phone call to the designated Actuate regional Support Call Center to obtain the Service Level Objectives. Both hours and days listed in the table above are relative to the customer's Actuate regional Support Call Center (excluding holidays). Actuate Support call centers are closed on local holidays of their respective countries.

Customer Support Definitions

Priority 1: Down Production System

The Actuate system is failing in a production environment resulting in a complete loss of productive capability. This type of problem severely impacts the customer's business objectives and requires rapid response and resolution. Examples of a down production environment are a non-recoverable server crash or the complete failure of one of the Actuate system components.

Priority 2: Deployment Stoppage

The Actuate system is failing in a pre-deployment environment that will result in a significant delay in the deployment of the customer's system into production. This type of problem severely impacts the schedule of the rollout of the customer's production system. Typically, the problem will have to occur in a period where all implementations are completed and the customer is in the process of testing the production environment or the staging environment just prior to going into production.

In addition, if Customer has any problem during the first installation of an Actuate product, the problem will fall into this priority. Installation problems, typically, encompass situations where install scripts or programs failed to run or the product failed to start after the installation process completed.

Priority 2: Major Feature Failure

One of the major functions or features of the Actuate system is failing. This type of problem also requires rapid response and resolution. Examples of a major feature failure are the failure of reports to run or the return of incorrect results by an Actuate API function.

Priority 3: Feature Is Not Working as Documented

A feature in the Actuate software is not behaving as documented by Actuate. Productive work can continue but the Actuate software is not performing to specification and a remedy is required.

Priority 4: General Questions

These problems are of a general nature and pertain to how the Actuate software should operate in both a production and development environment. This category also includes feature requests for subsequent releases.

Enterprise Reporting and Eclipse BIRT Contacts

Worldwide e.Support Portal: <http://support.actuate.com>

North America

Email: support@actuate.com

Phone: +1-650-645-3030

*Hours of Operation:
6 am to 6 pm (PST), Monday - Friday (except US public holidays)*

Mail: **Actuate**
951 Mariners Island Boulevard
San Mateo, CA 94404

Tel: (888) 422-8828

Web: <http://www.actuate.com>

European Support Centre

Email: support.emea@actuate.com

Phone: +800 6060 2020

*International toll-free number, accessible
from any European country*

France

Email: support.emea@actuate.com

Phone: +800 6060 2020 or +41 26 425 50 16

*Hours of Operation:
9 am to 6 pm (GMT+1), Monday - Friday*

Germany

Email: support.emea@actuate.com

Phone: +800 6060 2020 or +41 26 425 50 17

*Hours of Operation:
9 am to 6 pm (GMT+1), Monday - Friday*

United Kingdom

Email: support.emea@actuate.com

Phone: +800 6060 2020 or +41 26 425 50 18

*Hours of Operation:
9 am to 6 pm (GMT), Monday - Friday*

Asia Pacific

Email: apacsupport@actuate.com

Toll Free Phone Numbers:

 **Singapore:** +1800 331 1801

 **Hong Kong:** +800 96 3595

 **Malaysia:** +1800 806 024

 **China:** +400 120 1208

 **Philippines:** +1027 1800 650 7067

*Hours of Operation:
9 am to 6 pm (GMT+8), Monday - Friday (except Singapore
public holidays)*

Australia

Email: apacsupport@actuate.com

Phone: +1800 002 907

*Hours of Operation:
9 am to 6 pm (GMT+10), Monday - Friday*

India

Email: apacsupport@actuate.com

Phone: +000 800 650 1221

*Hours of Operation:
9 am to 6 pm (GMT+5:30), Monday - Friday*

New Zealand

Email: apacsupport@actuate.com

Phone: +0800 452 000

*Hours of Operation:
9 am to 6 pm (GMT+12), Monday - Friday*

Japan

Email: actuatej@actuate.com

Phone: +81-3-5357-1636

*Hours of Operation:
9 am to 6 pm (GMT+8), Monday - Friday (except Japan
public holidays)*

Performance Management Contacts

North America

Email: scorecardsupport@actuate.com

Phone: +1-650-645-3029

*Hours of Operation:
8 am to 8 pm (EST) Monday - Friday*

European Support Centre

Email: scorecardsupport@actuate.com

Phone: +800 6060 2020 or +41 26 425 5018

*Hours of Operation:
8 am to 8 pm (GMT) Monday - Friday*

****Hours of operation are subject to the local countries' time zone adjustments due to summer hours and local holidays****

Content Services Contacts



North America, Latin America, Asia Pacific

Email: ContentServicesSupport@actuate.com
Toll free telephone: 1-800-806-6161
Standard telephone: 1-905-763-5173
Fax (Attention: Support): 1-905-709-1023
Mail: Xenos Inc.
95 Mural Street, Suite 201,
Richmond Hill, ON, Canada
L4B 3G2



Europe, Middle East, Africa

Email: ContentServicesSupport@actuate.com
Standard telephone: +800 6060 2020
Fax: +44 (0)1932 252 288
Mail: Xenos Europe Ltd..
130-132 Terrace Road,
Walton-on-Thames
Surrey, KT12 2EA
United Kingdom

Hours of Operation:

Our North American location is open from 8:00 a.m. to 8:00 p.m Eastern Standard Time (EST) Monday through Friday excluding holidays (Canada).

Our United Kingdom and Europe locations are open from 9:00 a.m. to 5:00 p.m. (Greenwich Mean Time) Monday through Friday excluding holidays (United Kingdom).

Voice messages left between 5:00 pm and 8:00 pm EST are automatically sent to a Support Consultant in North America by pager.

legodo

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Mail: Durlacher Allee 109
D-76137 Karlsruhe
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BIRT Analytics

Email: support.emea@actuate.com
Phone: +34 93 371 44 70
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Edificio Euro 3
08960 Sant Just Desvern
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Hours of operation are subject to the local countries' time zone adjustments due to summer hours and local holidays



ACTUATE is now
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