

Minion Enterprise Support & Maintenance Terms



Support Email: Support@MidnightDBA.com

- **Case Logging**
 - Email Support

- **Software service maintenance, which includes maintenance releases, enhancements, new versions, additions and modifications to the service,** that it provides to all other customers under support for no additional fee.

- **Bug fixes** to bring the service into substantial conformance with its then current user guide.

- **Response time** of 4 business hours .

- **Resolution Process**
 1. Trouble Ticket opened
 2. Assign engineer to determine and correct the error
 3. Periodic reports on the status of the correction
 4. Initiate work to correct the error

SEVERITY	DEFINITION	RESPONSE GOAL	DETAILS
Severity 1	Software substantially fails to perform	4 business hours	<ul style="list-style-type: none"> - Trouble Ticket opened - Assign engineer to determine and correct the error - Periodic reports on the status of the correction - Initiate work to correct the error
Severity 2	Substantial degradation in performance of the Software	8 business hours	<ul style="list-style-type: none"> - Trouble Ticket opened - Assign engineer to determine and correct the error - Periodic reports on the status of the correction - Initiate work to correct the error
Severity 3	Minimal to no impact on the availability or performance of the Software	3 days	<ul style="list-style-type: none"> - Commercially reasonable efforts to include in next major release