

Minion Enterprise Support & Maintenance Terms

Create a new support ticket: <https://minionware.freshdesk.com/support/tickets/new>

Support website: <https://minionware.freshdesk.com/>

- **Case Logging:** Email Support
- **Software service maintenance includes maintenance releases, enhancements, new versions, additions,** and modifications to the service.
- **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

Support Email: Support@MidnightDBA.com