

Live Assist

Software Maintenance and Warranty Comparison

Live Assist software products are covered by a warranty period typically for 90 calendar days. Warranty helps ensure only that software is defect-free and substantially conforms to its published specifications. In addition, CBA provides Day 2 software maintenance and technical support services designed for production deployments. These services help preserve and extend the business value of your technology investment.

Once the Live Assist warranty period expires, a Day 2 software maintenance contract is mandatory for all production deployments for a minimum of one year.

Any technical services provided outside of the warranty period or Day 2 software maintenance contract will be charged separately.

Technical Services - Generally Available Software Products

	Warranty	Direct Customer	Resellers	Partners
Products Covered	Generally available software			
Duration	90 calendar days	Renewable 1 year contract; mandatory for first year		
Start Date	Date of software acceptance	Date maintenance contract is signed and goes into effect	Date solution goes live in a production environment	Date solution goes live or based on royalty date
Technical Support Help Desk *	Business hours access for technical assistance via portal & email only	Business hours access for Tier 1-3 support via portal & email and 24x7 phone for Severity 1 issues in production systems only	Business hours access for Tier 2,3 support via portal & email (24x7 phone for Sev 1 issues in production systems only) Tier 1 performed by reseller	Business hours access for Tier 3 support via portal & email (24x7 phone for Sev 1 issues in production systems only) Tier 1,2 by OEM partner
Software Updates & Upgrades **	Maintenance updates only for fixes to bugs & defects	Maintenance updates and minor and/or major upgrades with like-for-like functionality		
Documentation	Yes - included with software download			
Professional Services	No - charged separately			

* 24x7 phone support is available only for CRITICAL (Severity 1) issues in production systems only. You can reach at support@cbaliveassist.com

** CBA services to perform software upgrades and/or manage updates are charged separately.

Technical Services - Custom Software Products

	Warranty	Direct Customer	Resellers	Partners
Products Covered	Custom software			
Duration	Usually 90 calendar days	Term defined by statement of work		
Start Date	Date of milestone acceptance as per criteria specified in statement of work			
Technical Support Help Desk *	Business hours access for technical assistance via portal & email only	Business hours access for Tier 1-3 support via portal & email and 24x7 phone for Severity 1 issues in production systems only	Business hours access for Tier 2,3 support via portal & email (24x7 phone for Sev 1 issues in production systems only) Tier 1 performed by reseller	Business hours access for Tier 3 support via portal & email (24x7 phone for Sev 1 issues in production systems only) Tier 1,2 by OEM partner
Software Updates & Upgrades **	Maintenance updates only for fixes to bugs & defects in custom software May be charged separately as specified in custom software statement of work			
Documentation	Yes - if included as part of the custom software statement of work			
Professional Services	CBA professional services may assist Technical Support Help Desk personnel with questions and issues with custom built software. Any other services are charged separately.			

* 24x7 phone support is available only for CRITICAL (Severity 1) issues in production systems only. You can reach at support@cbaliveassist.com.

** CBA services to perform software upgrades and/or manage updates are charged separately.

Definitions

Tier 1 support: Provide general product information, configuration support, collection of relevant technical problem information, filter non-technical problems from technical problems, review technical documentation for possible issue resolution, verify matrices that are appropriate, provide customer with status updates and ongoing communications.

Tier 2 support: Provide all Tier 1 support functions, support problem isolation and product specification defect determination, lab simulation and interoperability testing, action plan definition, analyze traces of where the error occurred.

Advanced (Tier 3+) support: Assist Tier 1 & 2 personnel, perform data and code analysis, design, develop, test and implement fixes.