

Product Support Policy

ASG fully supports the current release and one previous release (-1) of each of its products. ASG will temporarily support an older release (-2), for up to six months, to provide time for you to upgrade.

ASG supports older releases of its products for as long as it is practical, but not indefinitely, and not as a priority. Once programming support for a product release is withdrawn, ASG will no longer supply new fixes for problems nor accept enhancement requests for that release. When a vendor announces the end of support for system software or a hardware configuration on which ASG products rely, ASG will make a similar announcement regarding the support plans for its products. ASG's support for problems affected by system software release levels will terminate when the vendor no longer supports their hardware or software. Announcements regarding support plans for various products can be found on ASG's website.

Product Distribution

You can access the latest product release via the Intelligent Support Portal (ISP) or by contacting ASG GCC, or by e-mailing a request directly to pd@asg.com

License Key's / Passwords

ASG uses software-enabled passwords linked to the processor upon which the ASG products operate. Within four weeks of expiration of an existing password, a new password will be made available on the Intelligent Support Portal (ISP). If you have difficulties accessing your new licenses contact Customer Care

ASG requires advanced notification of new or replacement processors. Notification should be sent directly to upgrades@asg.com. Applications for temporary passwords can be made via the Intelligent Support Portal (ISP) or by e-mailing upgrades@asg.com.

In the event of an emergency or immediate disaster recovery, temporary (emergency) passwords are available via the ISP, or the local Customer Care Center. ASG Product Distribution will be notified to follow up with you prior to the expiration of the temporary password.



Submitting an Enhancement Request

You can create product enhancement requests by submitting the request via the Intelligent Support Portal (ISP), or in writing to ASG GCC

Once ASG receives the request, it assigns the request an Incident number and notifies you. Enhancements are considered only for current, supported releases. The request is then reviewed by the ASG product team, which determines whether the enhancement is accepted or not. You can check the status of your requests via the ISP. If the enhancement request is accepted, it is placed in a pool of accepted requests. The ASG product team reviews the pool when future releases are being planned.

Acceptance of a request does not guarantee an enhancement's implementation into a specific product release. Acceptance means that the suggestion has merit and is consistent with the established direction of the product.



ASG Standard Support Package

Under our Standard Support strategy, ASG provides its customers access to knowledgeable and trained support staff, as well as the following additional benefits:

- Report unlimited amount of Incidents
- “Live”-Support during Business Hours
- Access to ASG’s Intelligent Support Portal support (ISP, web based support portal).
 - License Key
 - Product Package, Manuals
 - Knowledge Base
 - Incident Ticket creation, update, review
- HIPER notification of critical and mandatory maintenance notification.
- Technical and Management escalation paths

Standard Support Analyst Response Time

- ASG has developed a support strategy that provides access to Customer Care analysts during normal business days. These support features, as well as access to ASG’s knowledgeable and well-trained Customer Care staff, are benefits provided with the Standard Support Package that ASG provides you. This table outlines what you can expect from ASG Standard Support.

| Severity | Meaning | Expected Support Response Time |
|----------|---|--------------------------------|
| 1 | Production down, critical situation | Within 1 business hour |
| 2 | Major component of product disabled | Within 2 business hours |
| 3 | Problem with product, work around available | Within 4 business hours |
| 4 | How-to questions and enhancement requests | Within 8 business hours |



ASG Premium Support Package

In addition to our Standard Support Package we offer a Premium Support Package that also includes:

- Report Severity-1 Incidents 24/7
- Incident investigation Severity-1 24/7
- Benefit of Follow The Sun (FTS) Support Teams
- Quarterly Remote Reviews, Incident and Change Request reviews
- Product Usage Reviews – Getting the most value from the product
- Organizing Roadmap Presentations
- Organizing Upgrade and Maintenance ASG Products online assistance

Premium Support Analyst Response Time

This table outlines what you can expect from ASG Premium Support.

| Severity | Meaning | Expected Support Response Time |
|----------|---|--------------------------------|
| 1 | Production down, critical situation | Within 30 minutes |
| 2 | Major component of product disabled | Within 2 business hours |
| 3 | Problem with product, work around available | Within 4 business hours |
| 4 | How-to questions and enhancement requests | Within 4 business hours |



Support Hours

Depending on the Support Package, ASG Global Customer Care provides 8x5 Standard Support during business hours or 24x7 Premium Support.

Emergency Support

ASG Premium Support Package provides software support for emergency situations 24 hours a day, seven days a week. Response to emergency calls is within 30 minutes of the initial call.

Customer Care Analyst

A Customer Care analyst is assigned to work on your particular issues. Standard customer interaction with the Customer Care analyst will be ongoing until the issue has been resolved. Customer issues are assigned a severity that ASG and the customer specify, which reflects the impact on your environment.

If a customer issue becomes critical, it can be marked as critical to indicate a higher level of importance and will be monitored by ASG Management. To improve ASG Customer Care response times, the analyst may also schedule a remote session using a Web conferencing tool such as WebEx.

Product Fixes

As mandatory fixes become available, mail notifications will be sent via HIPER notification mails. All fixes can be downloaded from the Intelligent Support Portal (ISP)

How can you help to avoid unnecessary issues and delays?

To assist in providing support, ASG needs to obtain your information in these areas:

- Providing documentation on software issues. As the diagnosis of reported issues progresses, documentation may be required to provide insight into what is causing the problem. Documentation may include but is not limited to dumps, logs, and error messages. This may require allowing access to ASG FTP sites.
- Identifying resources needed to assist ASG GCC analysts to recreate and resolve your issues.
- Provide the possibility to initialize a remote WebEx session when needed.



- Make sure a contact person with up to date direct contact information is available to answer ASG GCC requests.
- Always “REPLY” to the initial email that was sent when a new Incident was created or make sure the Incident number is on the email that you send to follow up on an issue.