

Symas OpenLDAP GOLD Support Response and Remedy Times

Confirm Receipt: All tickets receive an immediate automatic response from Symas's ticketing system.

First Response: When Customer submits a ticket, Symas's first response comes within:

Severity	9x5 Business Hours	24x7x365 High Severity
High	2 business hours	2 hours
Medium	6 business hours	4 hours
Low	1 business day	1 calendar day
No Action	2 business days or as appropriate	2 business days or as appropriate

Temporary Remedy: Once Symas has the necessary diagnostic information, Symas provides a temporary remedy within:

Severity	9x5 Business Hours	24x7x365 High Severity
High	1 business day	ASAP but no longer than 1 calendar day
Medium	5 business days	5 calendar days
Low	N/A	N/A
No Action	N/A	N/A

Final Remedy: Once Symas has the necessary diagnostic information, Symas provides a final remedy within:

Severity	9x5 Business Hours	24x7x365 High Severity
High	5 business days	5 calendar days
Medium	10 business days	10 calendar days
Low	Next Software update	Next Software update
No Action	N/A	N/A

Final Remedy: Most final remedies are code changes to Products. Symas provides final remedies in the next Product update. Symas is dependent on the OpenLDAP Project to provide final remedies (code fixes). Symas presently only supports OpenLDAP 2.4 and 2.5.

Symas OpenLDAP BRONZE Support Response and Remedy Times

All response and remedy times under the BRONZE support level are strictly “Best Effort”.

Note: This is a replacement for Symas OpenLDAP for Linux. 24x7x365 Critical Incident support is NO LONGER available for Symas OpenLDAP for Linux.

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Support Level Pricing

Symas OpenLDAP Gold	Business Hours/email	24x7x365 High Severity
Production/Instance/year	\$US 6,000.00	\$US 9,000.00
DR/instance/year	\$US 3,000.00	\$US 4,500.00
Small Pool (21 – 59)	\$US 125,000.00	\$US 187,500.00
Medium Pool (60 – 249)	\$US 187,500.00	\$US 279,750.00

Symas OpenLDAP Bronze	Business Hours/email
Production/Instance/year	\$US 1,000.00
DR/instance/year	\$US 500.00
Small Pool (21 – 59)	\$US 21,000.00
Medium Pool (60 – 249)	\$US 31,00.00

Pricing Notes:

- A 10% volume discount is applied for invoices with 10 to 20 Production instances for the period.
- Small pool pricing is applied for invoices with 21 to 59 Production instances.
- Medium pool pricing is applied for invoices with 60 to 249 Production instances.
- An additional 10% discount is available if three or more years of support is prepaid.