OPEN SOURCE SUPPORT SERVICES

To access the Services:

Contact Method	Details	Notes
Portal	portal.perforce.com	Requires account registration. Until portal access is approved use the email support option.
Email	support-openlogic@perforce.com	Include OSS or OpenLogic in the email subject line.
Phone	OpenLogic: (612) 254-7315 Perforce: (612) 268 5646	The primary number is OpenLogic-specific, alternate number requires menu options to get to the OpenLogic queue.

Rogue Wave provides the following response commitments based upon the Services package purchased:

Support Level	Gold	Silver	Bronze
Blocker (Severity 1)	1 hour initial response time 72 hours solution or workaround time	4 hours initial response time 5 business days* for solution or workaround time	4 hours initial response time
Critical (Severity 2)	1 hour initial response time 5 business days* for solution or workaround	4 hours initial response time 30 business days* for solution or workaround	4 hours initial response time
Major (Severity 3)	4 hour initial response time 30 business days* for solution or workaround	4 hours initial response time 30 business days* for solution or workaround	4 hours initial response time

*The Services are not provided on the following holidays in the United States (New Year's Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, and Christmas Day).

Severity Definitions:

Severity	Definition
Blocker (Severity 1)	Issues that severely affect the functionality of the open source software. As a result of that impaired functionality, active end users are impacted and cannot use the software. Severity 1 incidents only occur in production environments, impact business operations, and warrant an immediate response. To qualify for a Severity 1 classification, a previously working software implementation must currently be inoperable.
Critical (Severity 2)	Issues that affect the overall functionality or ability use open source software resulting in a noticeably impaired or degraded performance, but where business operations can continue. Severity 2 incidents can be reported whether they occur in a production, pre-production, test, or development environment.

Severity	Definition
Major (Severity 3)	Issues that do not affect the overall functionality or ability to use the open source software but may limit usability or affect completeness. Typically, Severity 3 incidents have minimal to no impact to the business operations. Severity 3 incidents can be reported whether they occur in a production, pre-production, test, or development environment.