

Rocket Division Software LTD
P.O. BOX 3321, Drake Chambers,
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StarPort iSCSI and AoE Initiator support materials.

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Annual Software Maintenance (ASM)

Optional Annual Software Maintenance (ASM) for StarPort provides major and minor product version releases/updates and priority technical support available as a 1, 2 or 3 year option. 60 days of priority technical support and all minor product version updates are available at no charge to customers that decide to forgo purchasing ASM. Major version releases are indicated by an increase in the first digit in the version #, i.e. 3.1 to 4.0

ASM must be purchased within 60 days of the software purchase, after 60 days a StarPort customer can purchase individual support incidents or support hourly blocks or they would be required to purchase a License Upgrade to receive the most current product version, and/or to re-establish eligibility to purchase ASM coverage.

For pricing please read the StarPort [Licensing & Pricing Guide](#).

Technical Support

Free Technical Support

All StarPort customers purchasing product licenses receive thirty (30) days of free technical support as defined in the End-User Licensing Agreement (EULA) shipped with the product. Free support is provided via email and the online web site forum on a best-effort basis. The sixty (60) day period starts on the purchase date of product licenses.

ASM technical support planes.

Technical Support is available on a per-year basis. One can purchase the ASM subscription and receive technical support respectively during 1, 2 or 3 years periods.

Technical Support For Evaluation and Free Software

Customers downloading our evaluation and/or free software are provided with 30 days of free Technical Support, as well as the following online resources:

- Frequently Asked Questions (FAQ)
- "How To" Articles
- Web Forum
- Email: support@RocketDivision.com

Additional support can be purchased per incident or in hourly blocks.

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Support Policy

	Priority Support (covered by ASM)	Evaluation / Free Support
Availability	5 days per week. 9am-5pm EST.	5 days per week. 9am-5pm EST.
Contact		
email	YES	YES
phone	YES	YES
Web forum	YES	YES
How To Articles / FAQ	YES	YES
Duration		
60 Days	YES for all paying customers.	YES
1 to 3 years	Covered for duration of optional ASM (Annual Software Maintenance).	NO
Response Time		
Severity 1 issues	2 hour	Within 1 business day
Severity 2 issues	4 hours	Within 2 business day
Severity 3 issues	8 hours	Within 2 business day

Severity 1 issues are defined as any issue caused by Rocket Division Software that is preventing a production system from functioning.

Severity 2 issues are defined as any issue caused by Rocket Division Software that is preventing a production system from functioning and a workaround exists.

Severity 3 issues are defined as any issue caused by Rocket Division Software where a production system is still able to function. Any other issues are classified as Severity 3.