

**Rocket Division Software LTD**  
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## **StarWind iSCSI Target support materials.**

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### **Annual Software Maintenance (ASM)**

Optional Annual Software Maintenance (ASM) for StarWind 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 StarWind 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 StarWind [Licensing & Pricing Guide](#).

### **Technical Support**

#### **Free Technical Support**

All StarWind 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 thirty (30) 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](mailto:support@RocketDivision.com)

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

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**Support Policy**

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