

Support Agreements - 2008

	Free Support	Per Intervention	Silver	Gold	Platinum	Diamond
A. Community based basic support	FREE	FREE	FREE	FREE	FREE	FREE
No answer / No bug fix guaranteed						
Jahia Mailing lists (dev, template and installation)	Yes	Yes	Yes	Yes	Yes	Yes
Jahia Issue Tracking System (www.jahia.org/jira)	Yes	Yes	Yes	Yes	Yes	Yes
Secured and dedicated Jahia Issue Tracking System			Yes	Yes	Yes	Yes
B. Commercially Supported Programs						
Jahia Content Management and Portal Server		Yes	Yes	Yes	Yes	Yes
Templates & portlets support		Cf. point D	Cf. point D	Cf. point D	Cf. point D	Cf. point D
Jahia Environment (OS,RDBMS, App. Serv.,3rd party OSS Libs,etc.)		Cf. point D	Cf. point D	Cf. point D	Cf. point D	Cf. point D
C. Software Bug Fix (only for the Supported Stacks Configurations*)	0	0	3	10	20	Taylor Made
Acknowledgment, max business hours - CET Time		8 hours	8 hours	8 hours	8 hours	Taylor Made
Hands-on, maximum business days/hours - CET Time		8 hours	3 days	8 hours	8 hours	Taylor Made
Media		Web/email/Phone/SSH	Web/email/Phone/SSH	Web/email/Phone/SSH	Web/email/Phone/SSH	Web/email/Phone/SSH
D. Hourly based Technical Assistance						
Included Custom Technical Assistance (Complex Advanced Audit; Platform fine-tuning; Specific templates Development; Portlets dev. assistance; Database Repair; etc.)			10 hours	40 hours	100 hours	Taylor Made
Extensions						
BEA/WAS/Jboss				+1'990 €	+1'990 €	Yes
Clustering node support				+1'990 €	+1'990 €	Yes
Others non Standard Environment**						Yes - Taylor Made
Add-ons						
Weekly Monitoring (SSH)						Yes - Taylor Made
24x5 Support						Yes - Taylor Made
24x7 Support						Yes - Taylor Made
In House Customer Fully Replicated Environment						Yes - Taylor Made
Customer Environment (Jahia fork)						Yes - Taylor Made
Daily rate of Technical Assistance by a Jahia Architect		+1'750 € / day	+1'600 € / day	+1'400 € / day	+1'300 € / day	+1'100 € / day
Daily rate of Technical Assistance by a Jahia Project Manager		+1'600 € / day	+1'400 € / day	+1'300 € / day	+1'200 € / day	+1'000 € / day
Daily rate of Technical Assistance by a Jahia IT Engineer		+1'400 € / day	+1'200 € / day	+1'000 € / day	+950 € / day	+900 € / day
Support Contract Duration			12 months	12 months	12 months	12 months
Training options						
User, Admin, Templates, Customs Trainings				10% discount	15% discount	20% discount
Pricing	0		2'490 €	9'990 €	19'990 €	Start at 39'990 €

- If whole or part of the credit of hours is allocated to some generic Jahia development, the corresponding budget could be of course included in the total value of a contribution in kind in order

to get some free or discounted Jahia license(s). Please check the Jahia license and the contribution in kind process to get more information about it.

- the Admin and Template development training are performed according to the Jahia training program available at our website www.jahia.com

* : Supported Stacks Configurations: full description available at:

<http://www.jahia.org/jahia/Jahia/support>

** : Specific Supported Stacks & Tailor Made Configurations: full description available at:

<http://www.jahia.org/jahia/Jahia/support>

Jahia Solutions Group - 9 route des Jeunes - CH 1227 - Acacias - Switzerland - www.jahia.com - T: +41 22 361 34 24 - F: +41 22 361 36 40 - sales@jahia.com

