

**About Our Engagement Models**

- One Day is defined as 8 hours.
- One Week is defined as 5 business days (Mon to Fri, 0900hrs to 0500hrs IST)
- All prices are in US Dollars.
- Support levels Gold and Platinum have built-in “Request for Stand-by” during major releases of solutions powered by j-Interop provided such a request is made 5 weeks in advance.
- For others, “Request for Standby” is priced at \$1250 / Year.
- **All consultancy and SLA execution is done by the j-Interop Team itself.**

Contract Type	Objectives	Duration	Price
Consultancy	Level 1 to Level 3 (excluding section 2)	N/A (Based on estimates)	\$120 / Hour
Consultancy <i>Reverse Engineer</i>	Level 3 Section 2	N/A (Based on estimates)	Please contact us at <a href="mailto:inquiry@dimentrix.com">inquiry@dimentrix.com</a>
Support Silver	Level 4	No limit on number of incidents per Month	\$150 / Hour for each incident
Support Gold		Minimum 1 Year, Maximum 2 incidents per Month (Cumulative)	\$7500 / Year No hourly rates
Support Platinum		Minimum 1 Year, No limit on number of incidents per Month	\$13500 / Year No hourly rates

Consultancy Service Level Conditions

- Consultancy is provided on an hourly basis and is done in a symbiotic relationship with the customer. This means that ownership for all artifacts is shared.
- Any modifications (bug fixes, enhancements etc.) to j-Interop sources resulting from the customer engagement are incorporated into the public repository at SourceForge and are globally available. The effort to make these modifications is included in the estimation given to the customer.
- Dimentrix will not test or certify the application being developed on all supported platforms (as defined by the application’s product definition). This responsibility lies with the customer.

*Reverse Engineer*

- Please contact us at [inquiry@dimentrix.com](mailto:inquiry@dimentrix.com) for terms and conditions to this.

If consultancy involves frequenting to customer site then the customer will have to reimburse costs associated with such a movement.

### Support Service Level Conditions

Support shall be provided for the purpose of investigating issues resulting from the use of j-Interop in an End User or commercial application. Any such errors must be reported and documented by Customer via email. Dimentrix will acknowledge the receipt of a reported error within 1 Business Day and will verify Customer-detected errors, provided that the error can be recreated with an unmodified release of j-Interop library. Customer shall submit a listing of exceptions, j-Interop logs (at *INFO* and *FINEST* level), sample code to reproduce this issue, a clear description of the problem, platform details and any other data that Dimentrix may request in order to reproduce the conditions under which the issue occurred.

Dimentrix will be responsible only for supporting j-Interop library and consultancy provided by it during the period when the support agreement was in force and not for Customer's own software application. The support is not valid for issues arising in applications powered by j-Interop but developed by a vendor other than Dimentrix.

A single support incident is defined as a request for help from a customer that cannot be resolved by directing the customer to existing product documentation or examples. If the incident is categorized as a bug, depending upon its complexity Dimentrix would try to provide a hot-fix to the customer within 3 Business days of successfully reproducing the incident in-house. The 3 Business Day clause should be treated as an expectation and not a stipulation though a genuine attempt will be made to honor this clause each time. Dimentrix will communicate to the customer in advance if a fix takes more than 3 days and then an appropriate schedule can be drawn up for resolution taking Customer timelines in consideration. If the issue reported turns out to be a bug in the j-Interop product, a support incident will not be deducted from the customer's support package (If such a condition is in-place).

### End of Life (E.O.L) and Version compatibility

Dimentrix does not maintain any customer specific branches or tags under any support condition. All and any support is only valid for the current version of the product.

- A new version of the library is available after 4 to 6 months of the last release.
- An older version of j-Interop is designated "End of Life" immediately after the next version is available. Under such scenarios, the customer is required to upgrade to the newer version of the library. All bug fixes, enhancements, feature additions are done only on the latest version of the library.
- E.O.L versions are not supported and in the event that a customer still wishes to continue with the E.O.L version, they can engage Dimentrix on hourly basis (Silver support) for providing support to their version on specific issues. All support contracts follow this clause.
- Dimentrix will ensure that all minor releases (having same major version number) are backward compatible for example v2.11 is compatible with v2.10. Sincere efforts will be made to provide backward compatibility between product releases with different major numbers such as when upgrading from v2.x to v3.x.