OpenLogic Support Overview of Services

- General usage and configuration assistance and guidance on covered open source packages
- Service level technical support commitment
- One number/email/customer portal to contact for support on all covered open source packages
  - Email: support@openlogic.com
  - Phone: 1 (866) 399-6737
  - Portal: you will be provided with the login details upon signing up for the services
- Proactive advisory support as well as break/fix support
- Coordinated submission of bug fixes to open source communities
- Anonymized communication with open source communities
- Weekly OpenUpdate newsletter that contains current news, a summary of the latest security updates for the top mission-critical packages used by enterprises, support stories, and expert interviews
- Patches and hotfixes for the CentOS operating system, ahead of the community
  - Access via a secure repository
  - Note: This service follows the same service level agreement as regular support services.
Severity level definitions:

**Severity 1** – This categorization describes an issue that severely affects the overall performance of the software function or process resulting in corrupted data, blocked functionality or inaccurate results and business operations are affected.

**Severity 2** – This categorization describes an issue that materially affects the overall performance of the software function or process resulting in noticeably impaired performance, but where business operations can continue and results are accurate.

**Severity 3** – This categorization describes an issue that does not materially affect the overall performance of the function or process, but limits usability or affects completeness.