

# Maintenance Program Guide



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# 1 Overview

TIBCO is dedicated to the success of our customers by providing timely responses to problems with TIBCO software products. TIBCO's highly skilled support engineers are well versed in TIBCO's software products. TIBCO's support services group is a global organization that uses a "follow-the-sun" model to ensure that support is available whenever it is needed. Support centers are located around the world to support all the TIBCO product lines.

In the event you have contracted for Maintenance Services at the Bronze Level, the supported time zone assigned for Service Hours will be based on the TIBCO software delivery address for your company.

Maintenance services are subject to the TIBCO Support Website Terms of Use located at <http://www.tibco.com/termsfuse.jsp>, the Customer Privacy and Security Statement located at [http://www.tibco.com/customer\\_privacy\\_security\\_statement.jsp](http://www.tibco.com/customer_privacy_security_statement.jsp) and the Data Protection Statement located at [www.tibco.com/resources/data\\_protection\\_statement.pdf](http://www.tibco.com/resources/data_protection_statement.pdf).

## 2 Maintenance Service Levels

### 2.1 TIBCO Maintenance Service Levels

MAINTENANCE LEVEL	Updates Only	Bronze (includes Updates)	Silver (includes Updates)  Silver Equipment (includes Updates for embedded Licensor Software)	Gold (includes Updates)
<b>Service Hours:</b>	N/A	9am-5pm, Monday-Friday Service hours are based on PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST time zones. Based on the time zone you are assigned, services hours exclude holidays in the U.S., California, U.K., A.P.A.C. and Japan.	24 Hours/Day, 7 Days/Week	24 Hours/Day, 7 Days/Week
<b>Initial Response:</b>	N/A	Severity 1 & 2: 4 Business Hours	Severity 1 & 2: 4 Hours	Severity 1: 1 Hour Severity 2: 2 Hours
<b>Target Resolution:</b>	N/A	Severity 1: 48 Hours Severity 2: 5 Days Severity 3: Next Major Release	Severity 1: 48 Hours Severity 2: 5 Days Severity 3: Next Major Release	Severity 1: 36 Hours Severity 2: 3 Days Severity 3: Next Major Release
<b>TIBCO DirectConnect<sup>SM</sup></b>	N/A	N/A	Add-on options (for an additional fee): - TIBCO DirectConnect <sup>SM</sup> On-Demand - TIBCO DirectConnect <sup>SM</sup> Premier	Includes TIBCO DirectConnect Premier
<b>Authorized Contacts:</b>	N/A	Unlimited	Unlimited	Unlimited

## 2.2 TIBCO DirectConnect Maintenance level options

<b>TIBCO DirectConnect Maintenance options:</b>	<b>TIBCO DirectConnect On Demand</b>	<b>TIBCO DirectConnect Premier</b>
<p>A TIBCO DirectConnect Manager (“DCM”) from the TIBCO support organization to:</p> <ul style="list-style-type: none"> <li>- Coordinate customer support issues</li> <li>- Attend onsite initial introduction and quarterly meetings. Customer is responsible for meals, lodging, travel and other reasonably necessary out-of-pocket expenses in connection with any additional meetings requested by Customer which the DCM attends.</li> <li>- Provide onsite support (as mutually agreed) to assist in Severity 1 resolution</li> </ul> <p>At the Gold Maintenance level, access to global DCM’s is available</p>	Included	Included
Additional Authorized Contacts	Not applicable	Unlimited
Consulting Services	Not applicable	<p>Includes and must be used within the applicable annual Maintenance term:</p> <ul style="list-style-type: none"> <li>- 1 Consultant for five (5) contiguous work days</li> <li>- 1 Consultant for five (5) contiguous work days</li> <li>- 5 days of training at a TIBCO Learning Center or Virtual training courses for one (1) person</li> </ul> <p>(Must be utilized within the annual Maintenance term).</p>
TIBCO DirectConnect Forum	Not applicable	Included
Term	Purchased in one (1) month increments. (Must be utilized within the annual Maintenance term).	Purchased in annual increments, payable annually in advance.

## 2.3 Spotfire, DataSynapse, and Foresight Maintenance Service Levels

<b>MAINTENANCE LEVEL</b>	<b>Bronze term (includes Updates)</b>	<b>Silver (includes Updates)</b>
<b>Service Hours:</b>	9am-5pm, Monday-Friday Service Hours are based on CET, UTT/GMT, GMT+5:30, GMT+8:00, GMT+9:00, and EST time zones. Based on the time zone you are assigned, services hours exclude holidays in the U.S., Sweden and Japan.	24 Hours/Day, 7 Days/Week
<b>Initial Response:</b>	Severity 1 & 2: 4 Business Hours	Severity 1 & 2: 4 hours
<b>Target Resolution:</b>	Severity 1: 48 Hours Severity 2: 5 Days Severity 3: Next Major Release	Severity 1: 48 Hours Severity 2: 5 Days Severity 3: Next Major Release
<b>Number of Contacts:</b>	Unlimited	Unlimited

## 2.4 TIBCO Premium Plus – Gold

Premium Plus – Gold is subject to certain eligibility requirements. To see if you are eligible please contact your TIBCO Sales Account Executive.

## 2.5 Silver Maintenance Level – Preferred pricing program

TIBCO offers preferred pricing at the Silver Maintenance level for customers who meet the following eligibility requirements. Please contact your TIBCO Sales Account Executive or the TIBCO Maintenance Renewal team at [renewals@tibco.com](mailto:renewals@tibco.com) to determine your eligibility. If you have contracted for Maintenance within a TIBCO Product Line based on Silver preferred pricing, the preferred pricing applies so long as you continue to meet these requirements.

- Customer has achieved a certain threshold in terms of license fees paid for TIBCO software products within a TIBCO Product Line. Customer may not aggregate products licensed from different TIBCO Product Lines.
- Maintenance services must be contracted under one license and maintenance agreement. Maintenance service must be provided to the entity that executes the license deal with TIBCO, the contracting entity must also be legally responsible for the enforcement of the terms and conditions of the cumulative division product line licenses and maintenance agreements. Companies that merge or have been acquired by customer post transaction may be an exception depending upon post transaction corporate structure, and so long as, all licenses are within the same Product Line of TIBCO.
- Annual maintenance terms for all TIBCO software Product Line licenses must be consolidated and be coterminous. Only one maintenance invoice will be prepared and sent to the one entity for payment of that invoice.
- All authorized contacts must be able to support the licensed software for that entity.
- Non-standard maintenance terms and conditions do not qualify for preferred maintenance pricing
- TIBCO Partners, Resellers and Distributors do not qualify for this preferred maintenance pricing. This is for TIBCO end user customers only.

# 3 Maintenance

For the purpose of any license or maintenance agreement under which Maintenance is provided, as used below, “Licensor Software”, shall include “TIBCO Software”, “Spotfire Software” or “Software” as defined in any such agreement. “Customer”, as used below, shall have the same meaning as defined for the customer company entity licensed to use the Licensor Software in any such agreement. Capitalized terms used in any agreement, and not otherwise defined in said agreement are located at <http://www.tibco.com/software/parametersdefinitions.jsp>.

## 3.1 Severity Level Definitions

“Severity 1” is an emergency production situation where the Licensor Software is totally inoperable or fails catastrophically and there is no workaround;

“Severity 2” is a detrimental situation (and there is no workaround) where (a) performance degrades substantially under reasonable loads causing a severe impact on use, (b) the Licensor Software is usable but materially incomplete; or (c) one or more mainline functions or commands is inoperable;

“Severity 3” is where the Licensor Software is usable, but does not provide a function in the most convenient manner; and

“Severity 4” is a minor problem or documentation error, which is reasonably correctable by a documentation change or by a future maintenance release from TIBCO.

## 3.2 Scope

TIBCO will use commercially reasonable efforts to resolve matters according to the problem Severity ("Maintenance") level determined by TIBCO. All communications will be in English. A Customer will use commercially reasonable efforts to provide: (a) a detailed problem description; (b) a method for repeatedly reproducing the problem; and (c) reasonably continuous access to a Customer authorized contact. During the Maintenance term, Customer authorized contacts as applicable for the Maintenance level selected in Customer's order, and which are registered at TIBCO's support website: <https://support.tibco.com/esupport/>, may notify TIBCO's Technical Assistance Center of an error, defect, or malfunction in the Licensor Software. Maintenance includes the right to use Updates (as defined below) as replacements for existing copies, whether provided under Maintenance, Warranty or which are provided for any other reason by TIBCO, or TIBCO's their respective authorized resellers or distributors (if applicable); Updates are subject to Customer's license agreement limitations and restrictions. "Updates" means Licensor Software bug fixes, enhancements, and upgrades, if and when made generally available by TIBCO under Maintenance to Customers for a specific Licensor Software product. Subject to the quantity of Licensor Software licensed and payment of any applicable Maintenance fees, Customer's right to use Updates extends to any supported Platform then currently available for each discrete Licensor Software product under Maintenance. Updates may include new or additional Platforms that are deemed (at TIBCO's sole discretion) to have no more than a minimum different in price, features and functionality from previously available Platforms. TIBCO will provide Maintenance for a release version of the Licensor Software products for at least (a) six months after a new release version is generally available, but in no event for more than (b)(i) two years from the general availability of a Licensor Software release version or (b)(ii) one year from the general availability of a subsequent release version, whichever of (b)(i) or (b)(ii) is later, after which Maintenance shall be discontinued for that release version.

## 3.3 Limits

Customer must purchase the same service level of Maintenance for all quantities of Licensor Software products that it has licensed from TIBCO or any other third party. Unless otherwise stated in an Order Form, each license grant is incremental to all prior license grants and consequently each grant is subject to additional Maintenance, if purchased. For the avoidance of doubt, Maintenance fees are based on cumulative license fees paid. Maintenance does not include support for any non-TIBCO software, custom configuration, product modification, new products and functionality for which TIBCO is charging an additional license fee, services at a Customer site, any work product provided under Consulting Services or for Licensor Software products with non-matching service levels. TIBCO reserves the right to make fixes only to the most current version of the relevant Licensor Software, and may elect, at its discretion, to make fixes generally available for minor release versions or the latest service pack for a supported version. In the event that a request for Maintenance reveals that the cause of the problem is not an error, defect or malfunction in the unmodified Licensor Software, Customer shall pay TIBCO for its work on a time and materials basis, plus meals, lodging, travel and other reasonably necessary out-of-pocket expenses.

## 3.4 Perpetual Term Licenses

The initial Maintenance term shall be for one year commencing on the effective date of the applicable Customer order, unless otherwise stated in the relevant Order Form. In the event Customer elects to renew Maintenance

(subject to any rights of termination as set forth in a contract with TIBCO), Maintenance will be renewed for successive one (1) year terms and the annual Maintenance fee for the first renewal term shall not increase by more than the percentage rate change in the Consumer Price Index for the 12 month period immediately preceding the anniversary date of Maintenance. Maintenance fees for subsequently acquired Licensor Software will be prorated to expire with the then-current annual Maintenance term.

### 3.5 Limited Term Licenses

The initial Maintenance term shall be for one (1) year commencing on the effective date of the applicable Order Form. During the license term, and in the event the Customer elects to renew Maintenance (subject to any rights of termination as set forth in a contract with TIBCO), Maintenance will be renewed for successive one year terms, and the annual Maintenance fee for the first renewal term shall be equal to the annual Maintenance fee for the initial term.

### 3.6 Limited Term Equipment Leases

Silver Equipment level Maintenance is included in the “Initial Term” of the Lease, as set forth in a contract with TIBCO.

### 3.7 Silver Equipment level Maintenance

Under Silver Equipment level Maintenance, TIBCO offers an advance replacement program for the Equipment, post warranty. Advance replacement provides a permanent replacement of the Equipment. The replacement Equipment is shipped airfreight carrier to your location free of freight charges by TIBCO or its authorized third party service provider. Certain features, such as interface standards, product footprint and mobility, firmware and software compatibility may not be available.

Customer acknowledges and agrees that TIBCO may subcontract Maintenance services for the Equipment, in TIBCO's sole discretion, to a third-party authorized provider. TIBCO will remain responsible for ensuring that the Maintenance obligations under this Agreement are fulfilled.

TIBCO reserves the right, as a condition precedent to the commencement of any Maintenance, to conduct an onsite, physical, certification inspection of the Equipment when: a) Customer changes or relocates the Equipment, b) prior to the renewal of Maintenance on the Equipment, or c) where Maintenance was not purchased when the Equipment was initially purchased or leased from TIBCO.

When experiencing a problem Customer must first place a call to the designated support number. TIBCO will provide basic telephone technical assistance for installation, product configuration, setup and problem resolution for the Equipment. Prior to scheduling advance replacement of the Equipment, TIBCO may ask Customer to provide relevant information, start diagnostic tools and perform other supporting activities.

If the problem cannot be resolved remotely; TIBCO will replace the failed Equipment with new or equivalent-to-new Equipment free of major cosmetic defects. The failed Equipment must be returned to TIBCO or TIBCO's third party provider (as directed by TIBCO) within the timeframe specified below and becomes the property of TIBCO or TIBCO's third party provider.

Customer is responsible for performing the following functions prior to return shipping failed Equipment: a) perform all steps for self-test and trouble-shooting specified in the operating manual for the Equipment; b) provide, in writing, the model number, serial number, current failure symptoms, pertinent failure history and ship-to address (if applicable); and c) unless the failed Equipment will be delivered to TIBCO in person by Customer, Customer is responsible for

packaging the failed Equipment carefully in the original shipping container, or a shipping container that prevents the Equipment from being damaged while in transit to TIBCO or TIBCO's authorized third party provider.

The replacement Equipment is shipped by TIBCO or TIBCO's authorized third party provider to Customer location free of freight charges. The replacement Equipment will be shipped in a suitable container and include instructions for returning the failed Equipment. Packaging instructions and a prepaid shipping label for the return of the failed Equipment will be included in replacement Equipment shipping container. At TIBCO's discretion, TIBCO or TIBCO's authorized third party provider may elect to collect failed Equipment at your location.

#### Support Limitations

At TIBCO's discretion Maintenance will be provided using remote diagnosis and or other service delivery methods. Other service delivery methods, in lieu of shipping replacement Equipment, may include the overnight shipment of parts specified as customer replaceable by TIBCO. TIBCO will determine the appropriate delivery method required. Services such as the following, but not limited to, are excluded from Maintenance:

- Diagnosis or Maintenance at the Customer site. If onsite diagnosis or Maintenance is required, and available by TIBCO, Customer will be billed at the applicable standard Consulting Services rates.
- Set-up and installation of the replacement Equipment or replacement parts at the Customer site
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of Customer to incorporate any system or software fix, repair, patch, or modification provided to the Customer by TIBCO.
- Services required due to failure of the Customer to take avoidance action previously advised by TIBCO.
- User preventative maintenance.

Maintenance is not provided for:

- Damage caused by failure of Customer to follow manufacturer's recommended maintenance or operating specifications
- Damage due to war or nuclear incident, terrorism, unauthorized attempts to repair Equipment or Equipment previously repaired by an unauthorized technician or user
- Data, business interruptions, obsolescence, cosmetic damage, rust, change in color, texture or finish, wear and tear, gradual deterioration or any damage that does not affect the Equipment functionality
- Fraud, fire, theft, unexplained or mysterious disappearance, misuse, abuse or willful act
- Alteration or modification of the Equipment in any way
- Transit or relocation of Equipment by Customer, including any damages occurring while in transit or related to such relocation, and services accompanying or related to transit or relocation of the Equipment.

- Power surge or failure

Customer will inform TIBCO in writing prior to making any changes to or relocation of the Equipment. TIBCO will then confirm whether Maintenance will be available for the Equipment or at the relevant Customer location within ten (10) business days of receipt of the notification from Customer. Customer acknowledges that any changes to or relocation of the Equipment may change the service level and/or pricing of Maintenance available for the Equipment. If Customer fails to inform TIBCO of changes to or relocation of the Equipment, TIBCO will not be obligated to provide Maintenance. If, during the certification inspection, TIBCO determines in its sole and exclusive discretion that the Equipment is in need of repair because it has not been adequately maintained, Customer will be required to perform the repairs, prior to the commencement of Maintenance. Customer will be charged certification labor, materials, and Expenses for certification. Certification charges will be invoiced at TIBCO's then-current, Consulting Services rates.

### **Customer Responsibilities**

- The Customer will be required, upon TIBCO's request, to support resolving any problem reported under Maintenance remotely by:
- Providing all information necessary for TIBCO to deliver timely and professional remote support and/or to enable TIBCO to determine the level of support eligibility
- Starting self tests and/or other diagnostic tools and programs
- Performing other reasonable activities to help TIBCO identify or resolve the problem
- Customer must acknowledge receipt of replacement Equipment by signing freight carrier air bill at time of delivery.
- At time of a support request, Customer must provide a credit card number or purchase order number to TIBCO. Customer must ship failed Equipment to TIBCO or at TIBCO's direction TIBCO's third party provider, within three (3) working days of receipt of the replacement Equipment and must obtain a prepaid insurance receipt to be retained by Customer as proof of shipment to TIBCO. If TIBCO or TIBCO's third party provider does not receive the failed Equipment within fifteen (15) days of customer's receipt of the replacement Equipment, Customer will be charged the Equipment's list price.
- Customer is responsible to install customer replaceable parts and replacement Equipment in a timely manner.
- Customer shall maintain a backup copy of all software and data. TIBCO recommends regular backups.
- Customer shall restore software and data on the Equipment after the repair or replacement
- Customer is responsible for the installation of any software not provided by TIBCO with the Equipment and insure all software installed on the Equipment is appropriately licensed
- Customer shall adhere to TIBCO's published guidelines or written instructions concerning the return of Equipment or parts.

### 3.8 Reinstatement of Maintenance

Reinstatement of Maintenance is subject to payment of Maintenance fees for any period during which Maintenance had lapsed and for the 12 month period commencing with the date Maintenance is reinstated.

### 3.9 Non-Continuous Coverage

In the event Customer elects not to maintain continuous Maintenance, TIBCO may, at its discretion, refuse to provide any Maintenance to Customer until payment for the period of discontinuity is made current. TIBCO reserves the right to suspend Maintenance while any accrued Maintenance fees or other fees hereunder remain unpaid.

### 3.10 Discontinued Support for prior release version

When a prior version goes out of Maintenance, it means that fixes will no longer be generally available for that version. Support will continue to accept problem reports for that prior version, and when feasible, attempt to provide a customer with reasonable assistance to troubleshoot and resolve the problem. Engineering will only evaluate reported issues in the supported versions of the Licensor Software product. When a customer:

- encounters a known defect, which is already corrected in the most current or a supported version of the Licensor Software, the customer will need to upgrade to the most current or supported version of the Licensor Software to obtain the fix; or
- discovers an unknown defect, engineering will make the fix in the most current version of the Licensor Software and the customer will need to upgrade to that version to obtain the fix.

Additionally, with typically 12 months prior notice, TIBCO may announce the end of support (i.e. stop accepting SRs) on significantly older versions by publishing a Late Breaking News (LBN) article on the TIBCO Support Web site (<https://support.tibco.com/esupport/>). Even in such a case, access to the knowledgebase of the older versions is always available to a customer current under Maintenance. A customer may submit a service request via the TIBCO Support Web to request a product version be included under the TIBCO Extended Support Program.

### 3.11 Product End-of-Life

Notwithstanding 3.2 above, customers are provided advance written notice (up to twelve months) when Licensor Software is to be retired. This information is published as “Retirement Notices” under the Late Breaking News (LBN) section of the TIBCO Support Web.

### 3.12 TIBCO Extended Support Program

TIBCO is pleased to offer customers extended Maintenance on certain Licensor software product versions. The scope and terms of extended Maintenance:

#### Include

- The ability to submit service requests for eligible product versions.
- TIBCO assistance providing workarounds and existing fixes for issues reported; staging of issues by TIBCO will be on the latest version of eligible product(s).
- Maintenance service level initial response and target resolution times are according to customers’ existing Maintenance service level.

#### Exclude

- Enhancements, service packs, or defect corrections

- Support for new platforms (database versions, operating system versions, TIBCO infrastructure products, etc.)
- Back porting of any fixes (including, but not limited to, bug or security fixes) from later product versions
- Partners participating in the TIBCO Partner Network or any other TIBCO Partner program.

Extended Maintenance is subject to eligibility requirements. Please contact your TIBCO Sales Account Executive or the TIBCO Maintenance Renewal team at [renewals@tibco.com](mailto:renewals@tibco.com) for more information and to obtain the then current list of product versions currently supported under extended Maintenance.

TIBCO reserves the right, at its discretion, without notice of any kind, to change products and product versions included in any extended Maintenance product version list. Changes to the extended Maintenance product version list will have no impact during any Maintenance term for which TIBCO Extended Support Program Maintenance fees have already been paid.

### 3.13 Virtualized environments Support

Although TIBCO does not include all virtualization environments in our product test plans, and subject to there being no more than minimal differences in price, features, functionality and quantity, we will provide Maintenance for Licensor Software in any Virtualized Environment if the following criteria are met:

- The operating system running in the Virtualized Environment is supported by TIBCO for Licensor Software version in question, and
- The Virtualized Environment being used is officially certified and approved by the operating system vendor in question, and
- The Virtualized Environment presents a true image of the native operating system.

TIBCO does not make any claims for the performance of Licensor Software running in a Virtualized Environment nor can we make any recommendations for optimal configuration of the Virtualized Environment in question.

Should it become necessary to engage the Virtualized Environment vendor, it will be the responsibility of the Customer to open a service request with their vendor. TIBCO Support will provide reasonable assistance to the Customer or vendor as it relates to the use and understanding of Licensor Software in the case at hand.

## 4 TIBCO Support Web

It is recommended that the Customer establish and maintain an internal support organization to provide front line support services to their users and that all authorized contacts be trained on the TIBCO software products in classes provided by TIBCO Education, as reasonably required by TIBCO to enable the customer to support licensed TIBCO software products.

**Step 1:** Identify the assigned contacts within your company. Review your maintenance agreement to see how many contacts are authorized.

**Step 2:** Register assigned contacts and one management-level individual (for verification and escalation) by sending an email to [support@tibco.com](mailto:support@tibco.com). Be sure to include the name, email address, physical address and phone number of each contact.

*All contacts will be registered with our call tracking system and given access to TIBCO Support Web.*

**Step 3:** Have all assigned contacts view the Support Overview Presentation as well as review the "Support Policies" section within TIBCO Support Web.

Additional information about Getting Started can be found at <http://www.tibco.com/services/support/getting-started/default.jsp>.

## 4.1 Opening a Service Request

There are two ways to report a problem:

- TIBCO Support Web (preferred method). Cases reported online are automatically entered into TIBCO's Call Tracking system and assigned a Service Request (SR) number. TIBCO requires that all Severity 1 cases be followed up with a phone call to our Technical Assistance Center (TAC) to ensure immediate attention to your issue.
- Phone. Each TIBCO customer is assigned a regional Technical Assistance Center (TAC) that they can contact to request support via phone. The support line phone number for each regional TAC in the America's, EMEA and APAC is published on the TIBCO Support Web. A service request will be created in TIBCO's call tracking system and an SR number is provided.

## 4.2 Processing a Service Request

Once a service request is submitted, the TAC specialist will review, access and assign the appropriate severity level. All severity 3 and 4 calls will be assigned to the appropriate product and workgroup where our technical support engineers will start working on the call on a First in – First out (FIFO) basis. TAC will notify support managers of any SRs that are assigned to Severity 1 or 2, so that they are handled in an escalated manner. The TIBCO Support Engineer will communicate with the customer until the issue is resolved. Depending on the nature of a Service Request, a Service Request can be resolved by a Support Engineer or logged by a Support Engineer as bugs/enhancements with product engineering.

### **TIBCO support level and responsibilities:**

#### **- First level (Technical Assistance Center):**

- Review Service Requests reported by Web, Email or phone from a customer authorized contact
- Validate customer maintenance status, product entitlement and check for any special handling required.
- Identify type of request, problem definition, configuration, products, product versions and platforms.
- Determine severity of the problem and execute any escalation procedures necessary.
- Direct problems for resolution to workgroups

#### **- Second level (Product Support):**

- Confirm problem and configuration used by the customer
- Evaluate against known problems or issues
- Stage the problem
- Reproduce problems and provide workarounds
- Escalate to engineering where required to develop patches and fixes
- Keep the SR updated at all times within the Call Tracking system
- Keep the customer Authorized Contact updated on the progress

#### **- Third level (Engineering):**

- Develop fixes as needed
- Test and verify functionality and performance
- Update the source code control system as needed

- Ensure patches and fixes are incorporated into a future product release

## 4.3 Escalations

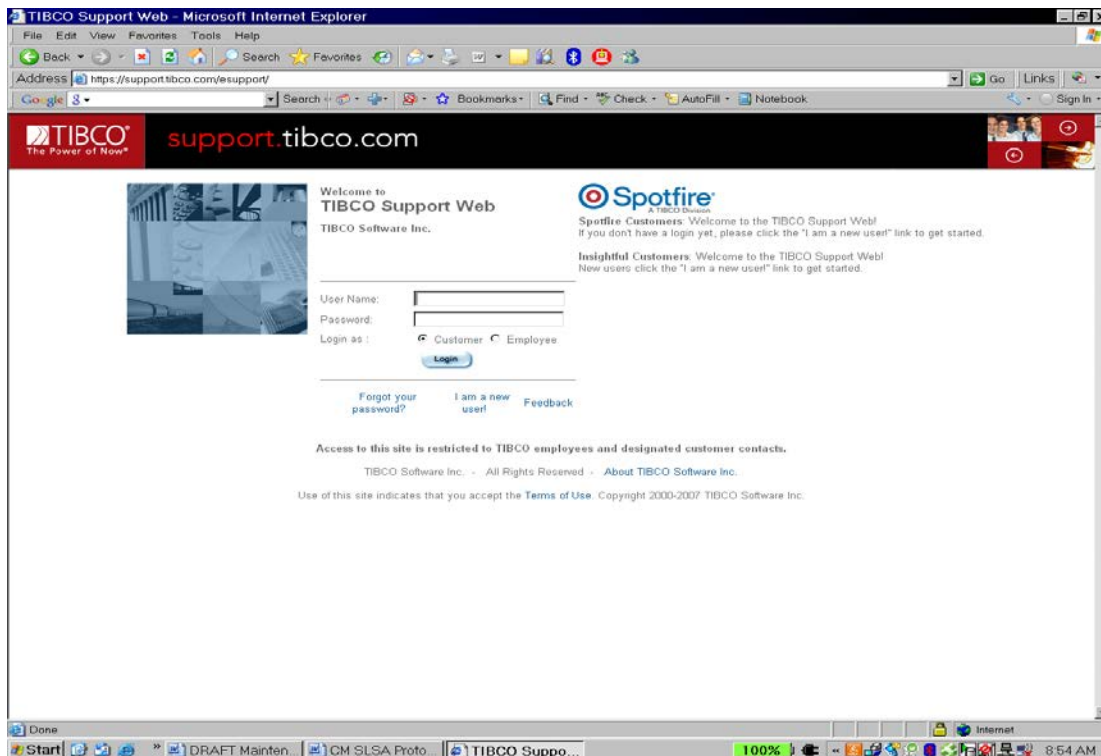
Special procedures apply to Service Request escalations. An escalated issue is generally one of the following:

- No response to a problem reported, within the designated time given by the call response coordinator or technical engineer
- Response times out of severity guidelines
- Customer dissatisfaction with Service Request resolution you've been given

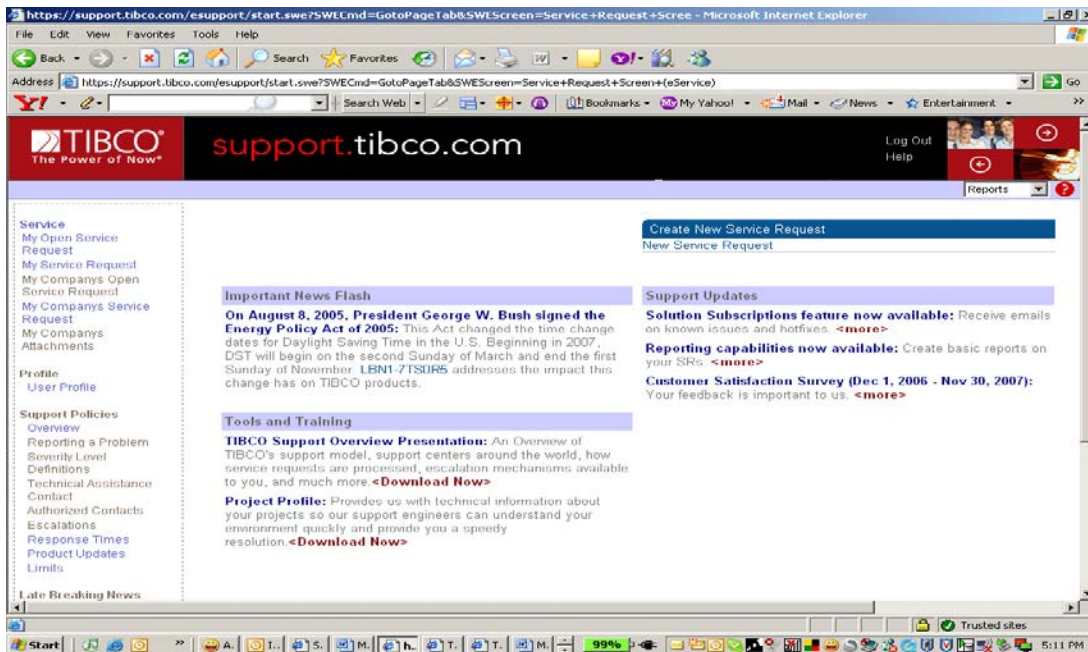
North and South America	+1.650.846.5789
EMEA (Europe, Middle East, and Africa)	+44(0).870.909.3889
Asia and Australia	+61.2.4379.9322 or 1.800.184.237 (within Australia only)

The above telephone numbers provide access to a TIBCO Support Manager. This phone number is to be used if or when a customer is dissatisfied with the progress of problem resolution, or wants the problem reported brought to the attention of TIBCO's management. If voicemail is reached, the customer should leave a message containing the company name, a contact telephone number, and estimated severity level for the issue. The voice mail will trigger an immediate page to a Support Manager, who will contact customer at the number left in the message.

## 4.4 TIBCO Support Web Login

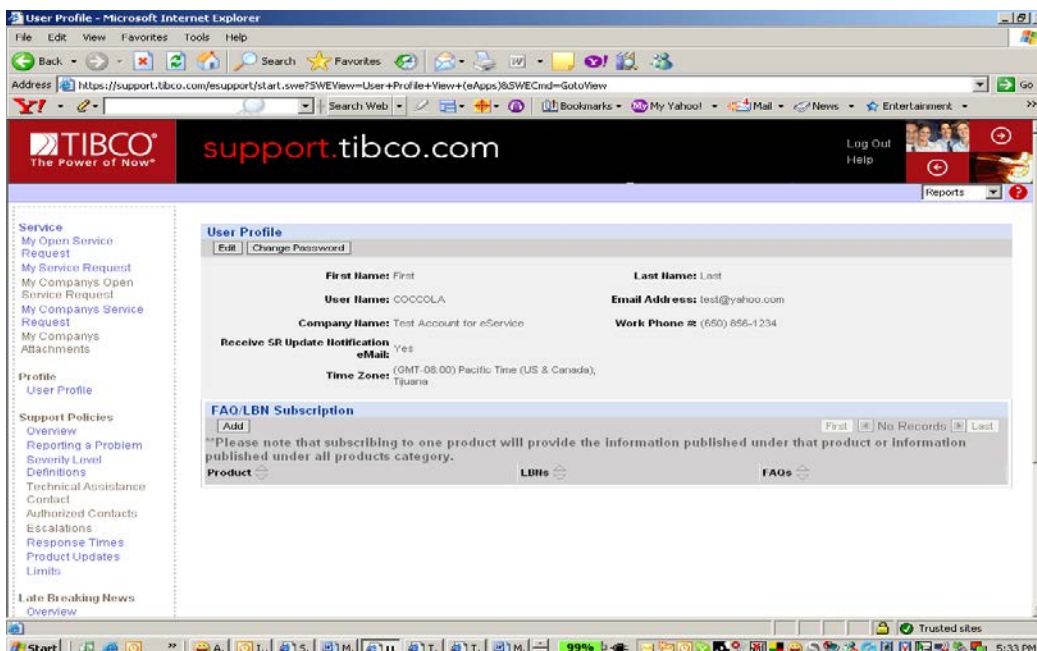


## 4.5 Creating, Updating and Tracking a Service Request

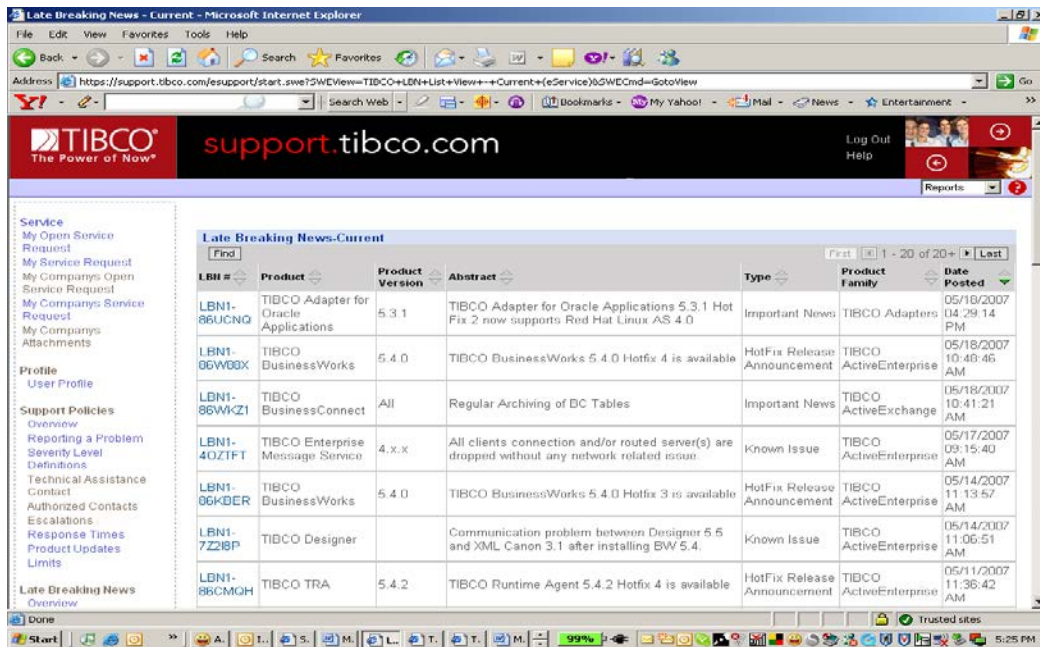


## 4.6 User Profile

Authorized contacts are able to change their login password, update their phone numbers, select their time zone and subscribe to Product FAQ's and LBN in this section.



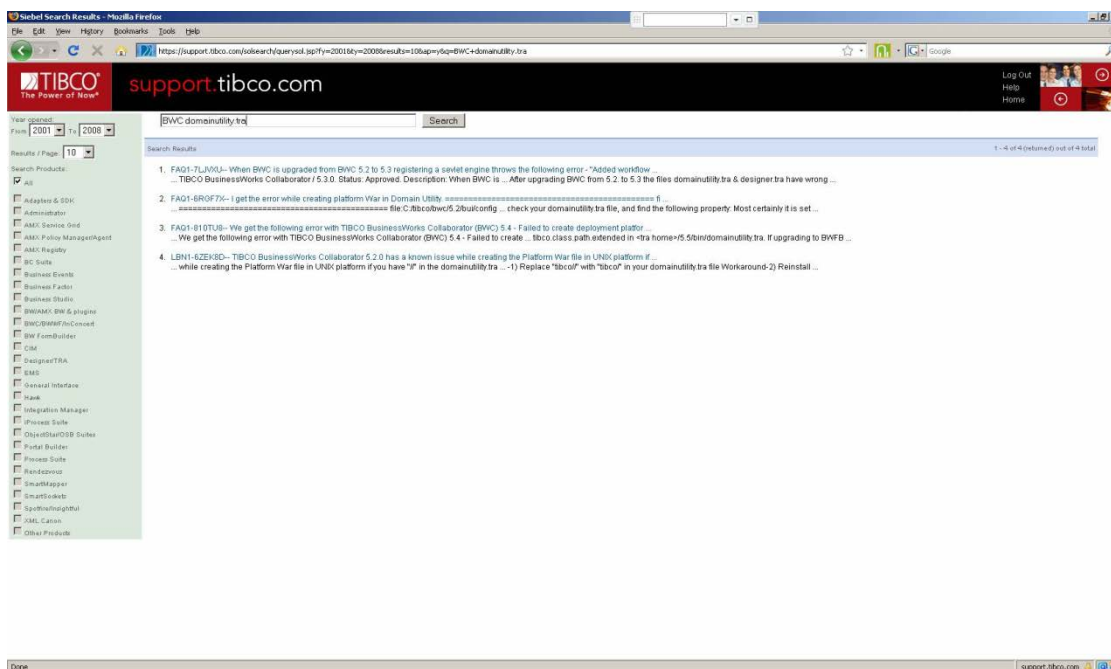
## 4.7 Late Breaking News



The screenshot shows the TIBCO support website's 'Late Breaking News-Current' page. The page features a navigation menu on the left and a main content area with a table of news items. The table columns include LBN #, Product, Product Version, Abstract, Type, Product Family, and Date Posted.

LBN #	Product	Product Version	Abstract	Type	Product Family	Date Posted
LBNI-86UCNQ	TIBCO Adapter for Oracle Applications	5.3.1	TIBCO Adapter for Oracle Applications 5.3.1 Hot Fix 2 now supports Red Hat Linux AS 4.0	Important News	TIBCO Adapters	05/18/2007 04:29:14 PM
LBNI-06WGBX	TIBCO BusinessWorks	5.4.0	TIBCO BusinessWorks 5.4.0 Hotfix 4 is available	HotFix Release Announcement	TIBCO ActiveEnterprise	05/18/2007 10:48:46 AM
LBNI-86WKZI	TIBCO BusinessConnect	All	Regular Archiving of BC Tables	Important News	TIBCO ActiveExchange	05/18/2007 10:41:21 AM
LBNI-40ZTFT	TIBCO Enterprise Message Service	4.x.x	All clients connection and/or routed server(s) are dropped without any network related issue.	Known Issue	TIBCO ActiveEnterprise	05/17/2007 09:15:40 AM
LBNI-06KBER	TIBCO BusinessWorks	5.4.0	TIBCO BusinessWorks 5.4.0 Hotfix 3 is available	HotFix Release Announcement	TIBCO ActiveEnterprise	05/14/2007 11:13:57 AM
LBNI-7ZZIBP	TIBCO Designer		Communication problem between Designer 5.5 and XML Canon 3.1 after installing BVV 5.4.	Known Issue	TIBCO ActiveEnterprise	05/14/2007 11:06:51 AM
LBNI-86CMQH	TIBCO TRA	5.4.2	TIBCO Runtime Agent 5.4.2 Hotfix 4 is available	HotFix Release Announcement	TIBCO ActiveEnterprise	05/11/2007 11:38:42 AM

## 4.8 Product FAQs

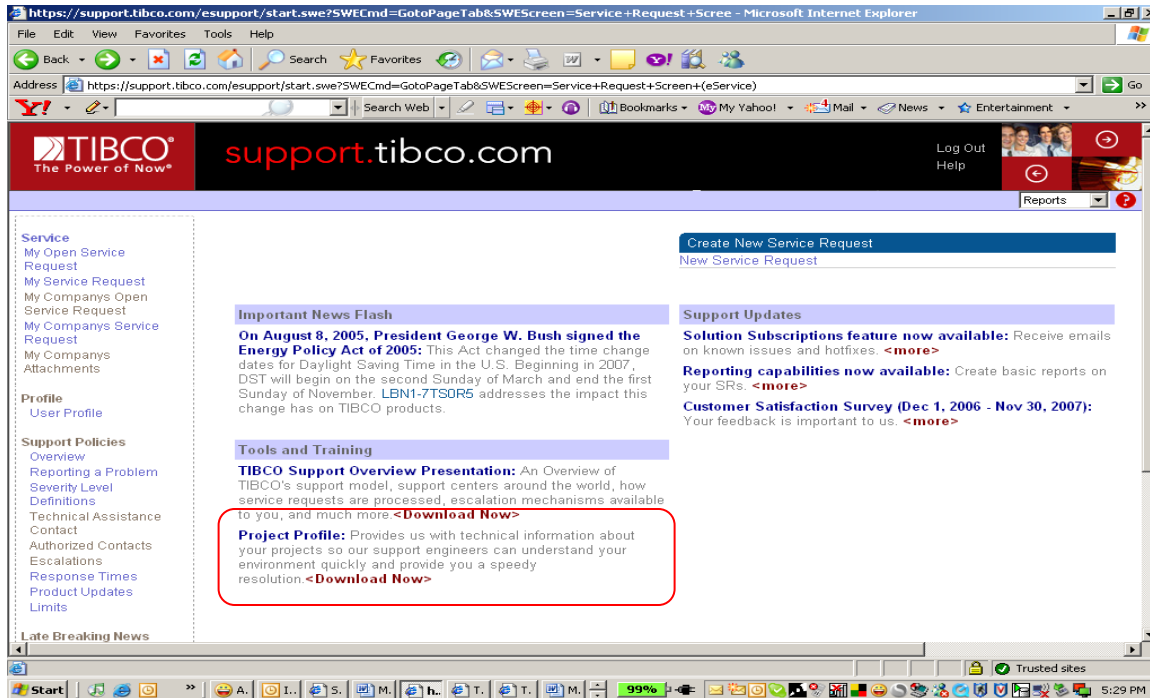


The screenshot shows the TIBCO support website's search results for 'BWC domainulity.tr'. The search results list four FAQ items related to BWC upgrades and domainulity.tr file issues.

- FAQ1-7LWYU - When BWC is upgraded from BWC 5.2 to 5.3 registering a servlet engine throws the following error - "Added workflow ... TIBCO BusinessWorks Collaborator / 5.3.0. Status: Approved. Description: When BWC is ... After upgrading BWC from 5.2 to 5.3 the files domainulity.tr & designer.tr have wrong ..."
- FAQ1-8R0F7X - I get the error while creating platform War in Domain Utility. ... check your domainulity.tr file, and find the following property. Most certainly it is set ...
- FAQ1-810TUB - We get the following error with TIBCO BusinessWorks Collaborator (BWC) 5.4 - Failed to create deployment platior ... We get the following error with TIBCO BusinessWorks Collaborator (BWC) 5.4 - Failed to create ... \$bc.class.path.extended.in -ra home-%5.BWCdomainulity.tr. If upgrading to BWF ...
- LBNI-6ZEX3C - TIBCO BusinessWorks Collaborator 5.2.0 has a known issue while creating the Platform War file in UNIX platform if ... while creating the Platform War file in UNIX platform if you have "P" in the domainulity.tr ...() Replace "tibco" with "tibco" in your domainulity.tr file Workaround-2) Reinstal ...

## 4.9 Customer Project Profile

Each customer is encouraged to submit and maintain a detailed project profile that gives details about their TIBCO software implementation.



## 4.10 Additional Features

- **Solution Subscription feature:** By updating your User Profile, you now have the ability to receive notifications on any FAQ and/or LBN material we publish. This means that you can get the latest information about a known issue or the availability of hot fixes as soon as it is announced on any product of your choice. Please note that when you subscribe to a product, you will receive information published for that product as well as information published under the 'All Products' category.
- **Reporting Capabilities:** Generate basic reports on your service requests and download them in .csv or Excel format. This feature and its help function can be found in the upper right hand corner of the Support Web.
- **Customer Satisfaction Survey:** It is our goal to continuously improve the services we provide and a key part of this process is to hear how we are doing from our customers. The valuable input we receive will help us spotlight areas where we need to focus more attention. Customer Satisfaction Surveys are being conducted using the telephone by our global TAC team. They will contact customers who have recently completed a service request and will collect feedback on satisfaction measured on a 5-point scale (5-very satisfied; 1-Very Dissatisfied). Results will be shared with our support team as well as be made available on the Support Web for our customers to view.
- **Authorized contacts** can access the TIBCO Support Overview presentation, which provides useful information about TIBCO's support model, support centers around the world, how service requests are processed, escalation mechanisms available, and much more.

## 5 TIBCO Spotfire Customer Support

Spotfire and S-Plus customers can submit technical support requests via the TIBCO Support Web portal. The Support Web site allows customers to create, track, and update your product Service Requests (SRs), Enhancement Requests, Knowledge base, Late Breaking News items and more. Customers with accounts on the TIBCO Support Web may login and submit Service Requests today. For additional information reference <http://support.spotfire.com/support.asp> or access the TIBCO Spotfire Support Guide at <http://support.spotfire.com/documents/SpotfireSupportGuide.pdf>.

## 6 TIBCO Foresight Customer Support

TIBCO Foresight customers can submit technical support requests via email to [fssupport@tibco.com](mailto:fssupport@tibco.com). Customers may also contact our support group directly by phone at 1.800.669.5006 (U.S. and Canada) or +1 614.791.1600 (Outside U.S. and Canada). The TIBCO Foresight support staff will then assign a tracking number if the email or phone call cannot be answered immediately. This tracking number allows the customer the ability to reference any and all enhancements and fixes targeted for the product.

## 7 Product Download Site

The electronic software delivery service found at <http://download.tibco.com/tibco/> provides confirmed internet delivery and tracking of software and documentation packages to authorized customers. Use of this system requires a secure username and password. This service provides authorized users with a customized portal to access their TIBCO product entitlements. Customers can view products they have purchased (excluding products purchased from a TIBCO web store site), as well as products they have obtained for evaluation purposes (excluding products downloaded or obtained for evaluation from another TIBCO web site). Customers with a current maintenance contract will automatically be entitled to download new releases, product updates and service pack releases, during their active maintenance period. Additional information is available on the TIBCO Support Web at “Product Updates” under the “Support Policies” section. Any software downloaded from this site may only be used in accordance with the terms and conditions of your license agreement with TIBCO Software Inc.

## 8 tibbr® Support

tibbr® Support Customers are entitled to Maintenance Service for tibbr® at the Silver Maintenance Level unless otherwise stated in an Ordering Document, as well as access to the tibbr® Support Program, as described below, irrespective of the service level of Maintenance for any other Licensor Software products which Customer might have licensed and provided that all tibbr® Product Line Licensor Software products licensed by Customer are subject to tibbr® Support.

### 8.1 tibbr® Support Program

This Program is intended to support Customers through the adoption of tibbr® within their organization. As part of this Program, Customers will be supported in their ongoing usage of tibbr® with responses to questions regarding technical issues, usage best practices and how to best implement the product.

The tibbr<sup>®</sup> Support Program is provided by TIBCO upon Customer's request, subject to availability of resources and on a reasonable effort basis. TIBCO will make reasonable endeavours to meet Customer's requests for assistance but provides no assurance that this service will be delivered on specific dates. TIBCO reserves the right to modify, reduce or increase the tasks included in the Program.

Service Requests can be opened either through the TIBCO Support Web or by phone.