

# ILOG Customer Support FAQs

Revised October 2005.

## **What does standard Maintenance and Support cover?**

Standard Maintenance covers:

- Maintenance (development)
  - New release updates
  - Bug fixes, including workarounds and patches
- Maintenance (deployment)
  - The right to upgrade a deployed application with the most recent release of the ILOG licensed product
- Support
  - 24x7 access to the ILOG customer support website (knowledge base, downloads, forums)
  - E-mail and phone assistance during ILOG business hours (see [below](#))
  - Product newsletter subscription
  - Free license transfers up to three times per year (on the same OS)

More details are available on ILOG's public website: <http://www.ilog.com/corporate/support>.

## **Does Maintenance and Support include access to a Help Desk?**

Customer support can answer general questions about using ILOG Software. However, priority is given to resolution of errors.

## **What are the fees for standard Maintenance and Support?**

Annual Maintenance fees are 18% of the total license fees paid.

## **What are the different Maintenance and Support options available?**

Additional programs are available for customers with expanded support requirements:

- **After-hours support**

ILOG maintains support centers in the major geographic regions of the world. Thus developers who need support outside regular business hours can call any open ILOG support center on a 24x5 basis when the center in their region is closed during the week. A 24x7 option is available that extends support to weekends.
- **VIP support**

This support option assures subscribers that their "Severity 1" support situations will be given top priority by the ILOG support manager in their region. Subscribers receive the commitment that – at a minimum – a workaround will be found by the end of the next business day.
- **Premier support**

Some critical software development projects can require intensified, on-site support assistance. Customers choosing the Premier support option are guaranteed that a product expert will arrive at their location within two days whenever needed.

## **Does ILOG provide onsite support?**

Support is usually provided remotely. However, the Premier Support option is available on some products for customers with complex development environments or particular contexts. Subscribers to this option are guaranteed that a product expert will arrive at their location within two days whenever needed to assist them in the investigation of a problem. Please contact your sales representative for availability at your location.

## **Where are ILOG's Customer Support locations and what are their hours?**

- ✓ US (6 a.m. to 6 p.m. Pacific time)
- ✓ Europe (9 a.m. to 6 p.m. Paris time)

- ✓ Singapore (9 a.m. to 6 p.m. local time)
- ✓ Japan (9 a.m. to 6 p.m. local time).

Every center is open Monday through Friday excluding local public holidays.

***Can a customer access any support center?***

Customers with standard Maintenance can request support only from the Customer Support center closest to their location. However, customers with extended hours of operation or which operate in several geographies can purchase the 24x5 Maintenance option which entitles them to contact any open support center. This option is available in English only.

***What does 24x7 support include?***

In addition to access to any open Customer Support center during the week, subscribers to the 24x7 option may request assistance after hours and during the weekend for critical (Severity 1) errors. This option is available in English only.

***What resolution time is guaranteed?***

While the time necessary to completely resolve a problem is difficult to predict, customers who buy the VIP option are guaranteed that the local Customer Support manager will own and manage their critical cases to ensure that at least a workaround is provided before the end of the next business day.

***Does ILOG have an escalation procedure?***

ILOG customer support has a standard escalation procedure that can be downloaded from [http://www.ilog.com/corporate/maintenance/escalation\\_procedures.pdf](http://www.ilog.com/corporate/maintenance/escalation_procedures.pdf). This procedure can be used when a support request requires additional attention.

***What's the difference between development software maintenance and deployment software maintenance?***

Development software maintenance allows the customer to receive product upgrades as they become available. Deployment software maintenance permits the customer to upgrade a deployed application with the new features available in the latest upgrade.

***How long are product versions maintained?***

A product version is supported for two years from the date that the next version is introduced. Generally speaking, ILOG releases new versions of its products once per year, which means that a version is typically supported for three years. Technical Releases (typically identified by the third digit in a release number in the form of X.Y.Z) are not considered to be a "version" subject to this general rule.

***Does that mean that you will provide patches for a particular version until 2 years after it has been replaced?***

Yes. Of course, we encourage our customers to use the most recent versions of our products, which, in addition to new features, include fixes for errors of previous releases, but we understand that, depending on compatibility issues and/or our customer's own upgrade policies, this may not be an acceptable solution and that corrections to an older release are sometimes needed.

***How and when do you inform your customers about a new patch?***

Product updates are announced on the customer support site (where they can be downloaded) and in product dedicated newsletters.

However, customers waiting for a specific bug fix are directly informed as soon as the appropriate patch is available.

Subscription to a product newsletter is accessible through the customer support website.

***What are ILOG's support contact channels?***

- ✓ Web form
- ✓ E-mail
- ✓ Phone
- ✓ Fax

The details for each of these channels are provided in the product documentation, or are available through the ILOG public website (<http://support.ilog.fr/contact/index.cfm> or <http://www.ilog.com/corporate/support/> ).

***What type of information is available on the Customer Support website?***

- Downloadable patches and updates
- FAQs
- Search engine
- Technical documents
- Configuration table
- An error report form
- Upload tool
- License pages (Web Licensor, and Web Transfer)

***Is access to your Customer Support restricted?***

Yes, it is restricted to maintained customers. For each support request, the customer must provide the following information: name and company, Maintenance Contract Number (MCN), product name, and platform information.

***Do you limit the number of questions that a customer can submit?***

Not under normal conditions.

***I replaced my machine with a new one. Can I transfer the license to the new machine?***

Yes, within the limit of 3 times in the year, you can transfer your license to another machine with the same operating system.