

Jumar Software Products – Maintenance and Support

This document describes the Maintenance and Support package for the products supplied by Jumar Solutions Ltd (Jumar).

Coverage

Maintenance and Support is only available to those Customers (*organisations*) holding valid Maintenance Agreements. This document applies only to such *Organisations*.

Maintenance and Support packages are offered for the following Jumar products:-

- Jumar:Links for CA Gen and UML
- Jumar:Links for CA ERwin and CA Gen
- Jumar:Links for CA ERwin and 2E
- Jumar:Links for COOL:DBA, COOL:Business Team and CA ERwin
- Jumar:Xtras Ancestry Manager
- Jumar:Xtras PrintEnhancer
- Jumar:Xtras ModelReporter
- Jumar:Xtras BulkUpdate
- Project Phoenix Model Analyser
- Project Phoenix Architecture Analyser
- Project Phoenix Test Harness Generator
- Project Phoenix 3270 Transition
- Project Phoenix CBD Transition
- Project Phoenix Fat Client Re-engineering
- WinFun, WordFun, ExcelFun, MailFun
- CEXUAPI

For products not listed above, Jumar may from time to time make new versions including minor enhancements and fixes available free of charge. Major new versions of products not listed above may be chargeable.

Where Maintenance and Support packages are offered, new versions of products will be made available from time to time by Jumar. These versions may be minor versions, including minor enhancements and fixes, or major versions which include significant enhancements or upgrades to support new versions of complementary software (for example CA Gen, AllFusion ERwin Data Modeller). *Organisations* will be automatically notified of the availability of new versions which have been commercially released and may request shipment of these new versions, free of any additional charges, at any time subsequently until such time as those versions are officially retired by Jumar.

Contacting Jumar Support

Jumar support can be reached by email at support@Jumar-solutions.com or by calling the support hotline number UK (+44) 121 788 4555 during normal business hours. Jumar business hours are Monday-Friday 09.00-17.30 GMT, excluding standard UK public holidays.

Before contacting Jumar, you are requested to have the following information to hand:-

- Version numbers for all relevant software products. Relevant products include all of the following if they are being used: the Jumar product(s) themselves, the CA software products with which they are being used, Microsoft Office and Microsoft Windows.
- Exactly what steps were taken immediately before the problem occurred.
- Exactly what error messages, if any, were reported.

You will also be asked to give your name, organisation and contact telephone number.

In *Organisations* where there are more than 20 developers a single point of contact for support enquiries must be nominated. This single point of contact may be an internal support group within the Organisation or a nominated individual. Jumar may refuse to accept support enquiries if they do not come through the nominated point of contact.

All enquiries will be logged and given an enquiry number which should be quoted in all subsequent communications which relate to that enquiry.

Types of inquiry

Jumar recognise three types of inquiry: enhancement requests, problem reports and information requests.

- Problem reports are requests for advice and/or product fixes when a product does not behave as the user expects.
- Information requests are requests for information about a product. These are usually questions of the “How can I ...?” or “Is it possible to ...?” form.
- Enhancement requests are requests for additional functionality to be included in a product.

Problem reports will be evaluated and prioritised and an initial response will be provided within one business day. Jumar aim, but due to the nature and complexity of Jumar and complementary software products cannot guarantee, to provide a resolution to all problem reports within one business day. Problem reports will be assigned a severity level of **High**, **Medium** or **Low**.

High severity indicates that the problem affects a production application or is significantly impacting deadlines relating to moving an application into production. *Jumar* will work on high severity problems before all others and will attempt to resolve them the same day that they are reported. Where this is not possible, for whatever reason (for example in cases where a software fix for the *Jumar* product is required), *Jumar* will provide status updates as requested by the customer, and at least once per day until a resolution is reached

Medium severity normally indicates that the problem affects an application which is in development or testing and which, without resolution, would significantly impact the development of and/or project deadlines relating to that application. Medium severity problems will be resolved within 3 business days at least to the point at which the development of a software fix, if required, has been scheduled and that schedule has been agreed with the customer.

Low severity normally indicates that the problem affects an application which is in development or testing and which, without resolution, would **not** significantly impact the development of and/or project deadlines relating to that application. Low severity problems will be resolved within 5 business days at least to the point at which the development of a software fix, if required, has been scheduled and that schedule has been agreed with the customer.

The inquirer may request that the severity of a problem report be re-evaluated at any time.

Information requests will be evaluated and an initial response will be provided within one business day. No guarantees can be made that any particular information request will be answered to the satisfaction of the inquirer within any particular time period.

Enhancement requests will be prioritised and evaluated by *Jumar*. The submitting *Organisation* will be kept informed about the status of any enhancement request when that status changes. No guarantees are made that any particular enhancement request will be accepted or satisfied within any particular time period.

Any correspondence on this subject and requests for further information may be addressed to support@jumar-solutions.com.