iRODs Consortium Customer Support Plan

Overview

This Agreement represents a Support Agreement (or "Agreement") between the iRODS Consortium ("Consortium") and Customer for the provisioning of services required to support and sustain the iRODS Data Management System. This Agreement will remain valid unless and until superseded by a revised agreement mutually endorsed by the parties. Here "Customer" refers either to an iRODS Consortium Member, or an Affiliated Support Customer, as defined below.

IRODS Consortium Member Support Levels

Complementary helpdesk support, consulting and training is available to members of the iRODS Consortium at the following levels:

- general member - 10 hours/year
- professional member - 40 hours/year
- sustaining member - 80 hours/year
- founding member – 120 hours/year

Support requests will be prioritized based on membership level, with higher levels receiving higher priority.

Helpdesk support, consulting and training, includes system orientation, installation, data grid administration, and assistance with adapting iRODS to particular use cases, including help with defining rules, microservices, and composable resources. Helpdesk support beyond the complimentary levels outlined above will be available from the Consortium at $200/hour   .

Affiliated Support Customers

Nonmembers (which we designate "Affiliated Support Customers") can purchase an annual support contract the cost of which will correspond to the above membership levels, hours, and priority, with additional support provided at the Standard Hourly Rate. Affiliated Support Customers, at their option, can choose to exercise any or all of the privileges of an iRODS Consortium member for a period of one year.

Support Parameters and Availability

Coverage parameters specific to the support covered in this Agreement are as follows:

Supported Software: The Consortium will provide Support for the current and the immediately preceding release of the Software. Customer agrees that if Customer chooses not to install Software updates within six (6) months after Customer receives them from the Consortium, the Consortium may limit the Support provided for such Software.

Supported hardware configurations: the iRODS Consortium will maintain a list of approved hardware configurations, and if a Customer's hardware configuration is substantially different then the Consortium may not be able to provide software support.

Principle Period of Maintenance: or "PPM" shall mean the hours between 09:00 am and 5:00 pm (Eastern Time) on Business Days, during which time the Consortium will provide Support to Customer under this Agreement.

Telephone support: Phone calls should be made to (919) 445-9644.. during PPM. Calls received out of PPM will be forwarded to a designated mobile phone and best efforts will be made to answer / action the call upon receipt. Calls/messages unable to be addressed immediately will be returned the next business day.

eMail Support: Support emails should be sent to support@irods.org. Emails received outside of office hours will be collected, however no action can be guaranteed until the next business day. Customers should provide the following information in their emails:

- organization name and contact person
- problem description
- business impact, characterizing how badly the issue interferes with normal functioning of your iRODS-related services
- other pertinent information (error messages, log messages, etc).

The support issue will be assigned a ticket number, which will be referenced in subsequent communications. The ticket number will allow the Customer to follow progress on their reported issue in the iRODS support website, though it will not replace the opportunity to directly communicate with the support representative.

iRODS Consortium Obligations

Consortium responsibilities include:

1. Providing support to the Customer for Software covered under this Agreement, at a prioritization appropriate to the membership level;

2. Providing access to the Consortium's support email address (support@irods.org) and support telephone number(s).

3. Working with Customer to diagnose and identify issues with the covered Software not performing in accordance with the Consortium's written specifications;

4. Providing technical assistance regarding Customer's use of covered Software and related documentation;

5. Providing Customer with access to updates for software covered under this agreement, on general release of such updates to the Consortium's customers.

6. Responding in a timely manner to service-related incidents as outlined in terms of the Support Agreement herein.

Customer Obligations

Customer responsibilities include:

1. Payment for correct Support fees at the agreed interval;

2. Reasonable availability of customer representative(s) when resolving a service related incident or request;

3. Promptly notifying the Consortium of any problems with the Software, and reasonably assisting the Consortium in meetings its obligations hereunder. This assistance includes cooperation with the Consortium's support personnel in performing reasonable Software testing, and allowing access to all relevant information relating to problems;

4. Limiting its use of support to circumstances in which the Software fails to function as specified, or when Customer believes that documentation is unclear as to the proper use or configuration of the Software.

Support Exclusions

Support will not include, and the Consortium will not be obligated under this Agreement to:

1. Provide Support for iRODS integration with hardware or software of Customer's infrastructure, though such integration may be performed by the Consortium under a separate Agreement;

2. Assume responsibility for optimizing Software performance, except by separate written agreement;

3. Install, reinstall, or uninstall Software

4. Provide on-site support, except by separate written agreement.

5. Support previous versions of the Software other than the current and immediately prior release

On Site Support and Travel Expenses

If required, on-site support, consulting, and training is offered at the standard hourly rate of $200/hour plus all expenses, including travel expenses. Travel time to and from the Customer's site will also be billed at the standard hourly rate.