



Support Coverage

This document is a supplement to the Support Plan Terms and Conditions agreement (“**Agreement**”) located at <http://www.nagios.com/services/support/>. It describes in greater detail the support services provided to Customers by Nagios Enterprises.

General Definitions

| Term | Definition |
|-----------------------------------|--|
| Customer | means the purchaser of Nagios Support Services |
| Designated Contact(s) | means personnel of Customer that have been identified as the contacts for the Customer who: <ul style="list-style-type: none">(i) are responsible for initiating all requests and maintaining all records relating to Nagios Support Services;(ii) serve as the contacts with the Support Team on all matters relating to Nagios Support Services; and(iii) are responsible for providing information and support, as requested by the Support Team, to assist in the diagnosis, analysis and resolution of incidents. |
| Support Website | means Nagios Enterprises' support website located at http://support.nagios.com |
| Support Knowledge Database | means a searchable database located on the Support Website where frequently asked questions and issues are posted and addressed. |
| Support Team | means Nagios Enterprises' team of technical support specialists, which provide Support Services relating to the Supported Software and Supported Systems. |
| Support Technician | Means a member of the Support Team. |
| Support Service | Means telephone, email, and web-based support services provided to Customer. |
| Response Time | means the period commencing when an incident is logged and ending when the Support Team provides Customer with a response, which shall include: <ul style="list-style-type: none">(i) confirm or request for specific information needed to identify the issue and/or(ii) suggestion of known workaround and/or(iii) steps for final resolution |
| Error | means a reproducible failure of the Supported Software to perform in substantial conformity with its documentation. |
| Incident | means a single request regarding a single incident or topic made to the Support Team by a Designated Contact. |

Supported Components

Supported Software

“Supported Software” shall mean the following software components, which are installed on Supported Platforms (defined later):

| Software Component | Description | Version |
|-----------------------|---|---------|
| Nagios | The main distribution of Nagios, including the Nagios daemon and web interface. | 1 |
| Nagios Plugins | The official Nagios Plugins software distribution. | |
| NSCA | The Nagios Service Check Acceptor (NSCA) distribution. | |
| NRPE | The Nagios Remote Plugin Executor (NRPE) distribution. | |

¹ Nagios Enterprises' obligations with respect to the Support Services are expressly conditioned upon the installation and use by Customer of either:

- (a) the most current stable version of the Supported Software; or
- (b) the immediately preceding last stable major version of the Supported Software for up to a maximum period of two (2) years after release.

Supported Platforms

Support Services will be provided only for Supported Software installed on the following operating systems and distributions (each a “Supported Platform”):

| Operating System | Platform | Version |
|-----------------------|------------|---------|
| RedHat | x86 | 1 |
| Debian | x86 | |
| SLES (Suse) | x86 | |
| Ubuntu Server | x86 | |
| Solaris | SPARC, x86 | |
| FreeBSD | x86 | |
| CentOS | x86 | |
| Fedora | x86 | |
| OpenSUSE | x86 | |
| Ubuntu Desktop | x86 | |

¹ The most current stable version of the operating system or the immediately preceding major version of the operating system for up to a maximum period of two (2) years after release.

For support of AIX, HP-UX, and other operating systems or distributions, please contact Nagios Enterprises to inquire about availability and pricing.

Support Services will be provided for Supported Software installed in the following virtual environments:

| Environment |
|---------------|
| VMware |

Supported Systems

Support Services will be provided only for Supported Software in the following types of installations and configurations (each a “Supported System”):

| Supported System | Definition |
|------------------|---|
| Standalone | A single instance of Nagios configured as described in the Software Documentation. |
| Distributed | A distributed installation of Nagios configured as described in the Software Documentation. |
| Redundant | A redundant or failover installation of Nagios configured as described in the Software Documentation. |

Software Update

“Software update” shall mean any enhancement to the current version of the Supported Software that Nagios Enterprises generally releases or generally makes available at no additional cost to Nagios Enterprises’ other Customers subscribing to the same Support Plan Level. A Software Update is any new version of the Supported Software denoted by a change in the version number (e.g. 3.0.6 to 3.0.7). Customer is responsible for acquiring, at their own cost, any updated or additional hardware, network resources, and software necessary to implement or use any Software Update.

Software Documentation

“Software Documentation” shall mean the documentation for Supported Software, which is generally available for download at <http://www.nagios.org/docs/>.

Support Services

General Support Coverage

All Customers shall have access to support services (collectively, the “Support Services”) that include:

- (a) access to the Support Website; and
- (b) access to search the Support Knowledge Database; and
- (c) the ability to submit and track Incidents through the Designated Contact(s) via the Support Website; and
- (d) the ability to submit Incidents via a dedicated email address.

Depending upon the Support Plan Level purchased by the Customer, Support Services may also include:

- (a) access to telephone assistance via a dedicated telephone number during normal Business Hours.

Support Plan Levels

Customers may elect to receive Support Services at one of the support plan levels (each a “**Support Plan Level**”) defined below. In addition to the General Support Coverage described above, and depending upon the Support Plan Level purchased by the Customer, the Support Team shall provide the Customer with Support Services as defined below.

| Support Plan Feature | Support Plan Level | |
|--|--------------------|-----------------------|
| | Basic | Standard |
| Response Time | 1 Business Day | 4 Business Hours |
| Access to Telephone Support | N/A | Normal Business Hours |
| Maximum Incidents Per Year | Ten (10) | Unlimited |
| Maximum Designated Contacts Per Customer | Two (2) | Four (4) |

Business Hours and Days

“**Business Hours**” are defined as 8am to 7pm CST (U.S.) and 8am to 5pm CET (Europe), Monday to Friday (excluding Public Holidays).

A “**Business Day**” is defined as being Monday to Friday (excluding Public Holidays).

“**Public Holidays**” means generally accepted and recognized public national holidays relative to the regional telephone number used by Customer to access support services.

Incident Archival

The Support Team commits to, during a limited time not to exceed six (6) months, archiving a register of each Incident reported by the Customer. This includes dates and times of reported Incidents, and those recommendations or corrections implemented by the Support Team or the Customer.

Limitations

Unless otherwise agreed upon in writing by both Nagios Enterprises and Customer, the following services are not included in the Support Services:

- (a) Customization of the Supported Software.
- (b) Integration of the Supported Software with third party software.
- (c) Support services relating to modifications of the Supported Software.
- (d) Support services relating to third party software or hardware.
- (e) Support services for Supported Software that has been modified or incorrectly utilized or used by a party other than the Customer.

Nagios Enterprises shall have no responsibility for any failure of the Supported Software, to the extent such failures are caused by any of the following:

- (a) Supported Software that has been modified or damaged in any manner by any person or entity other than Nagios Enterprises;
- (b) Supported Software that has been used outside the scope of the license granted under the Agreement or other than as authorized by the Software Documentation;
- (c) any failure of the computer hardware, computer operating system and/or other software utilized by Customer;
- (d) Customer's failure, upon Nagios Enterprises' request, to provide all reasonable assistance, information and authority necessary to perform Nagios Enterprises' obligations under the Agreement; or
- (e) Customer's failure to install the most recent Software Update made available to Customer which Nagios Enterprises affirms to Customer resolves the failure reported by Customer.

Customer's Obligations

In order to obtain Support Services, Customer must adhere to all guidelines defined in the "Support Guidelines" document located on the Nagios Enterprises' web site at <http://www.nagios.com/services/support/>.