

Stay on track with 24/7 software support from Sun

SunSM Software Premium Support



When there is no room for error, SunSM Software Premium Support provides the expertise and tools to help keep your applications tuned for peak performance. Our highly trained, experienced support engineers are available around the clock to help you identify and resolve technical issues with your Sun software.

No one knows Sun software better than we do. Our support engineers are uniquely qualified to provide support on Sun software because they have inside access to the people who wrote the code. When you need technical assistance – even at 3 o'clock in the morning – we'll be there to help you get back on track.

Protect Your Investment

Sun software is constantly evolving – enabling new breakaway business strategies. You can protect your investment by ensuring that you stay current on the latest software revisions. Sun Software Premium Support includes software enhancement releases and patches – so you always have access to the latest functionality without additional expense.

Get in the Driver's Seat

Sun Software Support services offers you flexibility and control over your software support. You choose how you want to contact us for support – telephone or online. Regardless of how you submit your support requests, you can track their progress and manage them online. You'll also have 24/7 access to technical information through our online technical knowledge database. And, with our Customer-Defined Priority feature, you drive our response time by rating the severity of your request. Your urgent* requests are transferred directly to a technical support engineer – 24/7.

We give you the expertise and tools you need to keep your applications on track and available. With Sun Software Support services, you'll also get a commitment to service you can count on.

Highlights:

Urgent* requests are transferred directly to a support engineer 24 hours a day, 7 days a week

Unlimited technical support incidents

You rate the severity of your support requests

Technical assistance from experienced support engineers

Web-based incident submission and tracking through Sun's Online Support Center

Software enhancement releases and patches

24/7 access to Sun's online technical knowledge database

SunSpectrum InfoExpress™ newsletter

Average Response Times:

Our Customer-Defined Priority feature helps to ensure that you receive a response that corresponds with the urgency of your support request.

Priority 1: Urgent (software unusable)
• Live transfer to next available engineer

Priority 2: Serious (software seriously impaired)
• Call back within 2 hours

Priority 3: Not Critical
• Call back within 4 hours

Sun Software Premium Support can help you optimize application availability through:

- > Access to knowledgeable technical support engineers who can help you resolve problems any time, day or night.
- > 24/7 access to technical information when you want to learn more on your own.

> Software enhancement releases and updates so you can always take advantage of the latest functionality.

> Optional technical and account management resources who can help you take proactive support to the next level.

Get Started

For more information about how Sun Software Support services can help you get the most out of your Sun software, contact your Sun Sales Representative or Sun Authorized Reseller. You can also learn more online at www.sun.com/service/support/software.

Sun Software Premium Support

Feature	How it Works	Benefit
24/7 online and telephone technical support	Urgent* support requests are transferred directly to our support engineers – 24 hours a day, 7 days a week.	We work to resolve your issues quickly, so you can get back to business – any time, day or night.
Unlimited technical support incidents	We don't limit the number of support requests you can place. An incident is a single issue. Once an incident has been opened, it may take more than one contact (phone or e-mail) to close the request.	If you have an issue that needs to be resolved, we're here to help – no matter how many times we've talked in the past.
Customer-defined priority	The priority rating that you assign to each of your support requests dictates Sun's response time.	Receive a response that corresponds with the urgency of your request.
Online incident submission and tracking	You can call us for support or, if you prefer, you can log an incident via the Online Support Center at www.sun.com/service/online .	Your support requests are easy to submit, track and manage online.
Software enhancement releases and patches	Software updates and patches for covered software are included as part of your software support contract.	There's no extra expense to stay current on the latest software improvements.
Sun SM Alert	Sign up to receive periodic notices from Sun containing information about newly discovered problems and bugs.	Early notification gives you an opportunity to address known issues before they cause problems.
SunSolve SM Online Knowledge Database	Access patches, technical solutions and proactive notification services only available to Sun support customers in Sun's online technical knowledge database at sunsolve.sun.com .	Get 24/7 access to the same knowledge database used by Sun engineers.
SunSpectrum InfoExpress SM Newsletter	Receive a periodic newsletter from Sun that highlights new features and functionality of the Solaris SM Operating Environment and other Sun software.	We'll help you stay up-to-date on what's new with Sun software.

The following services are available to Sun Software Premium Support customers for an additional fee:

Service Account Manager	A dedicated or assigned Sun resource will help ensure the smooth installation, migration, deployment and ongoing support for your Sun software products.	Proactive support with personalized service helps to ensure the success of your software initiatives.
Dedicated Technical Support Engineer	An experienced, highly trained technical support engineer dedicated to handling your technical support issues.	Get a dedicated technical resource that will interface between your company and Sun technical support and software engineering.
Additional Authorized Contacts	Sun Software Premium Support includes three (3) authorized contacts per eight hour shift. For an additional fee, you can add more authorized contacts.	You have the flexibility to add more authorized contacts when you need to.

Specific features and service options may not be available in all regions. Coverage hours and response times may vary by country or location. For more information on service availability or for specific contract terms, contact your local Sun Sales Representative or Sun Authorized Reseller.

* Response times vary depending on the priority rating assigned to the support request by the customer. Priority ratings for service requests are "Urgent," "Serious" or "Not Critical." Please refer to the service listing for Sun Software Premium Support online at www.sun.com/service/servicelist for more information.

Sun Microsystems, Inc. 4150 Network Circle, Santa Clara, CA 95054 USA 1-650-960-1300 or 1-800-555-9sun www.sun.com

AFRICA (NORTH, WEST AND CENTRAL): +33-13-067-4680 • ARGENTINA: +5411-4317-5600 • AUSTRALIA: +61-2-9844-5000 • AUSTRIA: +43-1-60563-0 • BELGIUM: +32-2-704-8000 • BRAZIL: +55-11-5187-2100 • CANADA: +905-477-6745 • CHILE: +56-2-3724500 • COLOMBIA: +571-629-2323
COMMONWEALTH OF INDEPENDENT STATES: +7-502-935-8411 • CZECH REPUBLIC: +420-2-3300-9311 • DENMARK: +45-4556-5000 • EGYPT: +202-570-9442 • ESTONIA: +372-6-308-900 • FINLAND: +358-9-525-561 • FRANCE: +33-134-03-00-00 • GERMANY: +49-89-46008-0 • GREECE: +30-1-618-8111
HUNGARY: +36-1-489-8900 • ICELAND: +354-563-3010 • INDIA: BANGALORE: +91-80-2298989/2295454; NEW DELHI: +91-11-6106000; MUMBAI: +91-22-2018141 • IRELAND: +353-1-8055-666 • ISRAEL: +972-9-9710500 • ITALY: +39-02-641511 • JAPAN: +81-3-5717-5000
KAZAKHSTAN: +7-3272-466774 • KOREA: +82-2-193-5114 • LATVIA: +371-750-3700 • LITHUANIA: +370-729-8468 • LUXEMBOURG: +352-49-11-33-1 • MALAYSIA: +603-21161888 • MEXICO: +52-5-258-6100 • THE NETHERLANDS: +00-31-33-45-15-000 • NEW ZEALAND: AUCKLAND: +64-9-976-6800
WELLINGTON: +64-4-462-0780 • NORWAY: +47-23-36-96-00 • PEOPLE'S REPUBLIC OF CHINA: BEIJING: +86-10-6803-5588; CHENGDU: +86-28-619-9333; GUANGZHOU: +86-20-8755-5900; SHANGHAI: +86-21-6466-1228; HONG KONG: +852-2202-6688 • POLAND: +48-22-8747800
PORTUGAL: +351-21-4134000 • RUSSIA: +7-502-935-8411 • SINGAPORE: +65-438-1888 • SLOVAK REPUBLIC: +421-2-4342-94-85 • SOUTH AFRICA: +27-11-256-6300 • SPAIN: +34-91-596-9900 • SWEDEN: +46-8-631-10-00 • SWITZERLAND: GERMANY: 41-1-908-90-00; FRENCH: 41-22-999-0444
TAIWAN: +886-2-8732-9933 • THAILAND: +662-344-6888 • TURKEY: +90-212-335-22-00 • UNITED ARAB EMIRATES: +9714-3366333 • UNITED KINGDOM: +44-1-276-20444 • UNITED STATES: +1-800-555-95UN OR +1-650-960-1300 • VENEZUELA: +58-2-905-3800 • OR ONLINE AT SUN.COM/SUPPORT

