

As successor to CVS, Subversion has developed into the leading open source software solution for configuration management, especially suited for organizations with software development programs distributed across various locations. Worldwide, over 2.5 million developers depend upon subversion in securely managing their source code.

This document provides you with an overview of the support options available for Subversion. As a rule, support offered for CollabNet Subversion and for Open Source Subversion differs.

1. Support agreement for CollabNet Subversion and additional add-ons.

CollabNet Subversion refers to binaries of Subversion that have been compiled, tested and certified on enterprise platforms by CollabNet. The CollabNet Subversion package includes platform-specific installers and critical add-ons that make Subversion even more ready for the enterprise.

- CollabNet Desktop for Eclipse™, including Subclipse
- CollabNet Subversion Connector to HP Quality Center
- Connector to IBM® Rational® ClearCase® (requires a Platinum subscription)

2. Support agreement for open source Subversion.

This support agreement pertains to subversion binaries which have been released on the open source community's official Subversion project website <http://subversion.tigris.org>.

## Program Overview

For continuous support, you can choose from among three various support programs (silver, gold, or platinum) which differ in, among other things, the number of incident inquiries, support and reaction times offered.

The following tables provide an overview of the details included in each of the three support packages.

	Silver	Gold	Platinum
Hours	8x5	12x5	24x7
Developer	<150	<250	>250
Contacts	2	3	2 per 250 Dev.
Incidents per Year	6	12	24
Annual fee Open Source Subversion Support	4.995 €	9.995 €	29.995 €
Annual fee CollabNet Subversion Support	3.995 €	7.995 €	23.995 €

All support subscriptions can be renewed on a yearly basis. A fixed number of incidents are included in the annual price. Additional incident packages can also be ordered on demand.

## Support Hours

All support hours are based on Central European Time (CET).

	Silver	Gold	Platinum
Hours	8x5	12x5	24x7
Days	Monday-Friday	Monday-Friday	Monday-Sunday
Times	9-17	9-21	24 h

## Acknowledgement Time

Each incident is allotted 2-4 hours work by elego/ CollabNet. If more work is needed, this may turn into a CollabNet Consulting Services engagement. Each Incident is documented and tracked via the CollabNet support system for history, auditing purposes and request resolution process.

Every incident submitted will be acknowledged according to the plan purchased and the case priority. Whenever possible an initial status update will be provided along with the acknowledgement.

	Silver	Gold	Platinum
Priority #1 Critical	max. 3 h	max. 2 h	max. 1 h
Priority #2 Major	max. 24 h	max. 16 h	max. 8 h
Priority #3 Minor	max. 72 h	max. 48 h	max. 24 h
Priority #4 Low	max. 14 d	max. 7 d	max. 5 d

Descriptions of the categories / priorities:

- Critical/#1: Working with the system is either no longer possible or only possible in very limited scope. Urgently needed working results cannot be achieved.
- Major/#2: An error has appeared which is intolerable and needs to be fixed immediately. Working with the system is possible but greatly limited.
- Minor/#3: An error has appeared which is tolerable, in the sense that it can be worked around, but must nevertheless be remedied. Working with the system is possible with a small number of limitations.
- Low/#4: An error has appeared causing "unattractive" results. Work is not actually hindered.

## Named contacts

Elego/ CollabNet manage the number of customer contacts interacting with its Support Operations to ensure improved communication and operational excellence. The number of customer contacts directly correlates to support plan selected.

- Silver: 2 contacts
- Gold: 3 contacts
- Platinum: 2 contacts per 250 Developer

## Additional Incidents

Additional incidents can also be purchased as a package at any time for the price of €150. Packages ordered are valid for one year.

Incidents	Discount	Price
10	-	1.500 €
25	10%	3.375 €
50	20%	6.000 €
100	30%	10.500 €

## Supported Configurations

Standard support applies to the following components:

Components	Open Source Subversion	CollabNet Subversion
Subversion	1.4+	1.4+
Server Operating System		
Red Hat Enterprise Linux 4 & 5 and CentOS (32 bit only)	Yes	Yes
Windows 2003 R2	Yes	Yes
Solaris (SPARC) 10+	Yes	Yes
Client Operating System		
Red Hat Enterprise Linux 4 & 5 and CentOS (32 bit only)	Yes	Yes
Windows XP SP2	Yes	Yes
Solaris Client (SPARC) Version 10+	Yes	Yes
Mac OS X Version 10.4+	Yes	Yes
Supported Add-Ons & Client Tools		
SVN Command Line on Windows, Linux, Unix or Mac OS	Yes	Yes
Subclipse 1.03+ on Windows, Linux, Unix or Mac OS	/	Yes
CollabNet Subversion Connector for HP Quality Center		Yes
CollabNet Connector for IBM Rational ClearCase		Platinum program
CollabNet Desktop - Eclipse Edition		Yes

Support needed for components which are not covered by the standard package can be arranged on an individual basis.

A Subscription to CollabNet Subversion or a Subversion Support contract can cover multiple Instances of Subversion (servers) as long as these instances are all deployed under the exact same configuration. Different configurations require separate support contracts.

## Software & Patch Maintenance

Subscriptions to CollabNet Subversion include software maintenance and access to the latest appropriate version of CollabNet Subversion and any component that's part of CollabNet Subversion. All CollabNet Subversion patches or maintenance releases are available for download on the CollabNet community web site (<http://open.collab.net>). Users who subscribe to CollabNet Subversion will be automatically notified that an update is available.

In the case of Subversion binaries others than those included in CollabNet Subversion, patches or maintenance releases are first approved by the Subversion open source community and then made available for download via the Subversion community web site (<http://subversion.tigris.org>).

## Reporting Issues

Customers are encouraged to submit requests via the web site portal 24x7 to report defects, enhancements or any other issue. In addition, CollabNet provides customers with technical and functional support based on pre-defined guidelines. The expectation for resolution will be based on the complexity of the request and the priority level.

## Online Tracking & Email Support

All CollabNet customers get 24-hour access to the CollabNet web-based support portal to:

- Submit and check the status of their request
- Access the self-service knowledge base system

## Phone Support

Gold and Platinum support programs include live telephone support. Calls are limited based on the number of incidents in the preferred support plan.

## Online Resources

Additional resources are available on openCollabNet, the online community where Subversion users can interact with CollabNet engineers, Subversion committers, and CollabNet partners.

## Options

For inquiries not covered by the support packages above, individual arrangements for providing additional options are possible at any time.

Such options might include configurations not supported by the standard package such as, for example, support for additional Subversion clients or for individual server environments, ect.

In addition, elego offers optional Second Level Support in German for the DACH region, so that support inquiries not met by CollabNet's First Level Support can be addressed and, for example, easily processed by those in need of German language support.

## Advantages of Support Subscriptions with elego, with CollabNet as Partner

Through our active participation in Subversion development and our own use of Subversion in internal projects, and with CollabNet as a partner in Subversion consulting, elego excels in its command of consulting competences:

- Fifty percent of developers at CollabNet (the initiator and main sponsor of Subversion development) are working on the Subversion project full time. The larger part of Subversion's source code was written by CollabNet developers.
- CollabNet was one of the first organizations to integrate Subversion into its solutions for separated development and is thus equipped with first hand knowledge and experience when it comes to the design, architecture and performance of Subversion.
- CollabNet is directly involved in release planning for Subversion, paying special attention to compatibility issues. CollabNet installs hundreds of Subversion repositories itself, all of which are instantly updated with each new release. Clients are informed immediately about any modifications, thus remaining up to date on a constant basis.
- Elego and CollabNet work together in advising clients on questions concerning recommended Subversion configurations, backup mechanisms and best practices as well as providing support for the open source Subversion community.
- In addition to their great skills and knowledge in development, CollabNet has access to a great deal of user experience with the actual application of Subversion, especially as it has been implemented by the firm in developing solutions such as CollabNet Enterprise Edition, CUBiT and SourceForge Enterprise Edition.

## Elego and CollabNet Consulting Services for Subversion

Elego and CollabNet possess a comprehensive portfolio of training capacities covering a diverse array of Subversion topics and issues. This knowledge is offered by us in open or tailored in-house seminars. Also see: <http://www.elego.de/en/cm-training.html>

Last but not least, elego and CollabNet offer a wide range of consulting services, all of which are aimed at helping to optimize the application of Subversion at your organization, thus improving the process of software development.

For any further information about support and consulting services, simply contact us directly.

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