

# GlassFish ESB Support Matrix

| GlassFish ESB  |                                       |                                       |                                       |
|--|---------------------------------------|---------------------------------------|---------------------------------------|
| Service Levels   | Standard                              | Premium                               | Premium/ Premium Plus                 |
| Pricing per server per year (Max 8 subscription per customer)  | \$20,000                              | \$30,000                              | \$50,000                              |
| <b>Included Components</b>                                     |                                       |                                       |                                       |
| Service Engines – BPEL, XSLT, DME, Java EE                     | Yes                                   | Yes                                   | Yes                                   |
| Binding Components – DB, File, FTP, HTTP, JMS, LDAP, Scheduler | Yes                                   | Yes                                   | Yes                                   |
| Sun Intelligent Event Processor (IEP) Service Engine           | Not included                          | Not included                          | Yes                                   |
| Platform – GlassFish App Server, NetBeans                      | Yes                                   | Yes                                   | Yes                                   |
| <b>Software Features</b>                                       |                                       |                                       |                                       |
| Clustering   | Not included                          | Yes                                   | Yes                                   |
| <b>Problem Resolution Support</b>                              |                                       |                                       |                                       |
| Number of Incidents  | Unlimited                             | Unlimited                             | Unlimited                             |
| Number of Customer Support Contacts                            | Unlimited<br>(determined by customer) | Unlimited<br>(determined by customer) | Unlimited<br>(determined by customer) |
| Online Technical Support                                       | 24x7                                  | 24x7                                  | 24x7                                  |
| Telephone Technical Support                                    | 12x5                                  | 24x7                                  | 24x7                                  |
| Response Time  | 4 hours                               | Live Call Transfer                    | Live Call Transfer                    |
| Web-based Case Management                                      | Yes                                   | Yes                                   | Yes                                   |
| Sun Alerts and Notifications                                   | Yes                                   | Yes                                   | Yes                                   |
| Sun VIP Interoperability Support                               |                                       | Yes                                   | Yes                                   |
| <b>Account Management</b>                                      |                                       |                                       |                                       |
| Customer Advocate  |                                       |                                       | Yes <sup>3</sup>                      |
| Customer focused support team                                  |                                       |                                       | Yes <sup>3</sup>                      |
| Proactive Case Management                                      |                                       |                                       | Yes <sup>3</sup>                      |
| Scheduled Status Calls   |                                       |                                       | Yes <sup>3</sup>                      |
| Scheduled Onsite Visits  |                                       |                                       | Yes <sup>3</sup>                      |
| Scheduled Environment & Performance Review                     |                                       |                                       | Yes <sup>3</sup>                      |

1 – Per Server pricing is for each physical server or if the physical server is using virtualization technology(xVM, Vmware, zones, etc), the Per Server pricing is 1 Per Server per 4 virtual servers

2 - For physical servers that are not "virtualized", the "per server" price would be charged for each physical server

3 - Minimum revenue level is required to receive these Premium Plus services. If not reached, only Premium level support is offered