

## Infobright Enterprise Edition Subscription Plans

Infobright offers three annual subscription options for Infobright Enterprise Edition (IEE). Each plan includes a product license and updates, documentation, a defined level of support, training and lots more. Prices listed here are one year subscriptions, and multi-year discounts are available.

	Silver	Gold	Platinum
Annual Pricing/TB Multi-year discounts are available	<b>\$15,950</b>	<b>\$18,950</b>	<b>\$21,950</b>
<b>Software</b>			
Infobright Enterprise Edition	Yes	Yes	Yes
Quarterly Service Packs	Yes	Yes	Yes
<b>Add-On Products &amp; Services</b>			
Connectors, Scripts, etc.	Yes	Yes	Yes
Online Training- Screencasts and CBT	Yes	Yes	Yes
Onsite Training	At daily rate	10% Discount	20% Discount
<b>Problem Resolution Support</b>			
Hours of Service	9 am - 5 pm EST	8 am - 6 pm local time North America / Western Europe	7 x 24 x 365
Web Based Case Management	Yes	Yes	Yes
Response Time SLA	Sev 1: 4 hour response Sev 2: 8 hour response Sev 3: 1 business day Sev 4: 3 business days	Sev 1: 2 hour response Sev 2: 6 hour response Sev 3: 1 business day Sev 4: 3 business days	Sev 1: 1 hour response Sev 2: 4 hour response Sev 3: 1 business day Sev 4: 3 business days
# of Named Support Users	1	3	5
Phone Access	No	Yes during hours of service	Yes 7x24x365
Email Support Access	Yes	Yes	Yes
Customer Forum Access	Yes	Yes	Yes
New Release and Update Notifications	Yes	Yes	Yes
Release Support Policy	Current release plus 1 back	Current release plus 2 prior releases	Current release plus 2 prior releases
Sev 1 Hot Fix Build	No	Yes	Yes
Sev 2 Hot Fix Build	No	No	Yes
Remote Troubleshooting	No	Yes	Yes
<b>Self Service Support</b>			
Knowledge Base Access	Yes	Yes	Yes
Customer Forum Access	Yes	Yes	Yes
<b>Consultative Services</b>			
Health Check Service	No	Yes	Yes
Query Review, Schema Review	At daily rate	10% Discount	20% Discount
Performance Optimization	At daily rate	10% Discount	20% Discount
Customer Code Reviews - APIs, UDF & Server Extensions, Stored Procedures, Triggers & Functions	At daily rate	10% Discount	20% Discount
<b>Warranties &amp; Indemnification</b>			
Product Warranties	Yes	Yes	Yes
Indemnification	1X annual subscription	2X annual subscription	4X annual subscription
<b>Product Roadmap Input</b>			
Product Roundtable	No	1x per year	1x per year
1-1 Customer Input Session	No	No	Yes

