



ICEfaces Support Options

Take advantage of ICESoft's commercial support options to ensure ease of development for your ICEfaces applications. Commercial support gives you early access to Certified Releases*, direct access to ICESoft's experienced support engineers, and established response times. Choose from one of the following support packages listed below:

	Basic	Standard	Professional	Enterprise
Community Support				
Forum Access	◆	◆	◆	◆
Documentation	◆	◆	◆	◆
Tutorials	◆	◆	◆	◆
Sample Applications	◆	◆	◆	◆
General Support				
Number of Incidents	10	25	50	unlimited
Early Access to Certified Releases*	◆	◆	◆	◆
Email Access	◆	◆	◆	◆
Phone Access			◆	◆
Supported IDEs	Eclipse, MyEclipse, NetBeans	Eclipse, MyEclipse, NetBeans	Eclipse, MyEclipse, NetBeans, BEAWorkshop, Oracle JDeveloper	Eclipse, MyEclipse, NetBeans, BEAWorkshop, Oracle JDeveloper
Supported Java EE Frameworks	Facelets	Facelets	Facelets, Hibernate, JBoss Seam, Spring, BEA Portal, Liferay Portal, JBoss Portal	Facelets, Hibernate, JBoss Seam, Spring, BEA Portal, Liferay Portal, JBoss Portal
Remote Desktop Assistance				◆
License Indemnification				◆
Response Guarantee	2 Days	1 Day	8 hours	4 hours
Deployment Support				
Supported App Servers	Tomcat	Tomcat, Jetty, JBoss, GlassFish (limited ¹)	Tomcat, Jetty, JBoss, GlassFish, Netweaver, Oracle, WebLogic, WebSphere	Tomcat, Jetty, JBoss, GlassFish, Netweaver, Oracle, WebLogic, WebSphere
Asynch Server Features + (AHS)			◆	◆
Clustering			◆	◆

Discounts				
Training Discounts		5%	15%	20%
QuickStart Bundles Discounts ²			25%	25%

¹ Native asynchronous server features are NOT supported.

² Only available when a QuickStart option is bundled with a Professional or Enterprise support subscription.

Pricing

	Basic	Standard	Professional	Enterprise
Application Subscription Option				
Per Application / Per Year	\$3,000	\$5,000	Contact Us	Contact Us
# of Named Developers ²	1	1	2	2
Unlimited Servers	3	3	6	6

³ Additional Named Developers \$1,500/year. (Professional and Enterprise ONLY)

⁴ Additional CPUs \$500/CPU (NOT available with Basic). Processor and CPU Definitions: Quad-Core = 2 CPU; Dual-Core = 1.5 CPU; Production CPU = 1 CPU; Backup CPU = 0.5 CPU; Staging CPU = 0.25 CPU

Detailed Support and Response Times

	Basic	Standard	Professional	Enterprise
Maximum Response Time				
B1	2 Days	1 Day	8 Hours	4 Hours
B2	5 Days	2 Days	1 Day	1 Day
B3	7 Days	7 Days	5 Days	5 Days
B4	15 Days	15 Days	10 Days	10 Days
Support Times				
Mon.-Fri. 9:00 - 5:00 MST & GMT+1	◆			
Mon.-Fri. 9:00 - 6:00 MST & GMT+1		◆	◆	◆
Mon.-Sun. 9:00 - 6:00 MST & GMT+1			Available	Available
7x24 Support				Available

* A Certified Release is a software bundle that has been fully tested and certified by the ICEsoft as production quality code. Certified Releases have undergone regression testing against a comprehensive matrix of application servers, IDEs, browsers, and other supported Java EE middleware.

New Certified releases are immediately available to all commercially supported customers. Access to a certified software release for the general community follows one release cycle later. For example, ICEfaces 1.6.2 is made available to the general community at the same time 1.6.3 is released to commercially supported customers.

ICEsoft Technologies, Inc.

Suite 300, 1717 10th Street NW
Calgary, AB, Canada
T2M 4S2

For additional information, please visit: <http://www.icefaces.org>

