

dbWatch free product support

dbWatch Enterprise Manager and *dbWatch Control Center* include free product support with the annual RTU license subscription.

The included product support covers assistance in installing, configuring, and using the product in the intended manner as described in all brochures, whitepapers, videos, Wikipedia and other documentation and content produced by dbWatch.

The included product support includes assistance from a qualified DBA with resolving bugs, missing, faulty or inaccurate behavior. Where a problem cannot be solved directly, we will try to find a workaround if possible. Sometimes the assistance will result in a bug report so the issue can be fixed in an upcoming release.

Included product support does not include developing new features or functionality to solve a customer-specific problem, requirement or need. Any customer-specific changes, customization or development shall be the subject of a separate contract and is not covered under the included free product support program.

Free product support does not include assistance to configure, install, troubleshoot, or use any database platform, server operating system, router, firewall, Active Directory, Storage Area Network, VM, Cloud interfaces or other infrastructure component.

Free support request shall always be initiated by customer filing a complete bug report to support@dbwatch.com and should include as much relevant information as possible.

A qualified dbWatch engineer will normally reply within 3 working days and seek to resolve the problem with the customer via email, telephone, videoconference, or remote working.

If we think the customers problem is billable, we will state so clearly and only proceed after we have a written or oral acceptance for the further assistance being a paid service.