Luck Consulting Pty Ltd
Ehcache Support Entitlement

Particulars
Customer:_____   Effective Date:_____

No Of Servers: _____ Customer Email Contact: _____

Service Type
Standard Support :   ☐   Extended Support: ☐

Additional Options: _____

Primary Technical Contacts
The nominated Technical Contacts, who is authorized to contact Luck Consulting Pty Ltd trading as Luck Systems ("Luck Systems") for support/consulting are:

First Contact: _____

Second Contact: _____

Luck Systems Contact
Please communicate via e-mail to: gluck@gregluck.com. This allows us to marshal the appropriate people in the shortest amount of time, and to maintain continuity and context.

Interaction with ehcache License
This Entitlement is for companies, government agencies, and other organizations using Ehcache. It is not a license for Ehcache, nor does it vary the existing ehcache open source license. Please refer to the ehcache license, which uses the Apache License 2.0..

Versions Supported
You (the Customer) must be using a released version of ehcache.

Two Points of Customer Contact
Support is provided to a maximum of two points of contact at your organization. Users within your organization should go through the technical liaisons; that is, this support Entitlement does not entitle all employees of your organization to direct one-on-one technical support from us.

Inclusions
The inclusions are as shown below. The entitlement type is stated in the Particulars section, including any of the following options that are included.

	Standard Support	Extended Support
Software		
Ehcache Core	Yes	Yes
Ehcache Server	Yes	Yes
RMI Clustering	Yes	Yes
JGroups Clustering	Yes	Yes
JMS Clustering	Yes	Yes
JCache API	Yes	Yes
JRuby API	Option	Option
Unlimited Servers	Option	Option
Service Packs/Updates		
Fixes via file download	Yes	Yes
Fixes via Maven	Yes	Yes

Backport fixes to supported versions	Yes	Yes
Technical Alerts	Yes	Yes
Problem Resolution Support		
Number of Incidents	3	Unlimited
Web-based Case Management	Yes, SF.net	Yes, SF.net
Max Initial Response Time	2 business days	1 business day
Phone Access	Option	Option
Hot fix source patch	Yes	Yes
Hot fix Custom Build	No	Yes
Documentation		
Online HTML Documentation	Yes	Yes
Ehcache Book in electronic PDF	Yes	Yes
Bound hard copy Ehcache Book	No	Yes
Self Help Support		
Forums	Yes, SF.net	Yes, SF.net
Bug Tracking	Yes, SF.net	Yes, SF.net
Mailing List	Yes, SF.net	Yes, SF.net
Lifecycle/EOL Support		
Current Version	Yes	Yes
Last Two Final Versions	Yes	Yes
Last Four Final Versions	No	Yes

Exclusions
The following are not included in the Support Entitlement. What is not included:
1. Training
2. Developer Assistance (please obtain a prepaid pack of Consulting Services for this)
3. Installation
4. Remote access to customer computers
5. New features (please contact us for custom development)

Copyright in Changes to ehcache under this Agreement
All additions or changes made to ehcache under a consulting agreement are made under the Apache 2.0 License. Copyright does not vest in the customer but remains with Luck Consulting Pty Ltd.

Indemnification
The Customer shall indemnify and hold harmless Luck Systems from any and all claims, demands, suits, actions, proceedings, loss, cost and damages of any kind, including reasonable attorney's fees, caused by or arising out of, or contributed to, in whole or in part, by reasons of any act, omission, professional error, fault, mistake or negligence of Luck Consulting, its employees, partners, agents, representatives or subcontractors in connection with or incidental to the performance of this agreement.

Jurisdiction
Jurisdiction -- The laws of USA and the Hawaii shall govern this agreement, its terms and conditions. The customer agrees that the proper forum for any claim arising under this agreement shall be in the state of Hawaii.

Consideration
The customer has paid consideration for the services contained in this Entitlement.

Modification or Amendment
No amendment, change or modification of this Entitlement shall be valid unless in writing signed by the parties hereto.

Entire Understanding
This document and any exhibit attached constitute the entire understanding and agreement of the parties, and any and all prior agreements, understandings and representations are hereby terminated and canceled in their entirety and are of no further force and effect.

Damages
Compensation for Damages to the customer arising out of this agreement are limited to a refund of the consideration paid under this Entitlement.

Unenforceability of Provisions
If any provision of this Agreement, or any portion thereof, is held to be invalid and unenforceable, then the remainder of this Agreement shall nevertheless remain in full force and effect.

Luck Systems
Luck Systems is a business name registered in the State of Queensland, Australia to Luck Consulting Pty Ltd, an Australian Corporation.

Signed:

_____
Luck Systems

_____
Date