



## Helix Development Support Services Comparison

Program Benefits		Helix Community	Level I	Level II	Level III	Level IV
<b>Community Access &amp; Support</b>	Free access to Helix DNA source code	x	x	x	x	x
	Free access to public developer mailing lists	x	x	x	x	x
<b>Privacy</b>	Private project page on HC.org with private mailing lists, cvs repository, bug tracking database and file sharing area for private collaboration between you and the Helix development support team		x	x	x	x
<b>Account Management Services</b>	Project kick-off meeting: initial meeting to discuss your project, the Helix DNA technology and community site usage & navigation		x	x	x	x
	Assigned Technical Account Manger (TAM) to manage, coordinate and resolve your support requests			x	x	x
	Regular status meeting: regularly scheduled calls to discuss support requests, activities and status of reported issues			x	x	x
	Regular status reports: monthly detailed reports on support activity during previous period: including information and status of closed and outstanding support requests			x	x	x
	Escalation Management: your reported issues receive priority attention on all reported issues escalating them promptly to deliver the best resolution in the shortest possible time			x	x	x
	Feature Proposal Management: feedback and/or implementation guidance for partner's feature submittals to the Helix DNA technology				x	x
<b>Engineering Support Services</b>	One-to-one engineering support		x	x	x	x
	Customized builds: Custom builds of binaries not available for your platform or compiler			1	4	unlimited
	Technology roadmaps: previews of Helix DNA technology releases, plans and improvements				x	x
	Real hosted on-site support: availability of a development support engineer on-site during regular business hours				x	x
	Partner on-site support: one-to-one engineer support on-site during regular business hours (up to two weeks per contract year) excluding expenses					x
	Development Support Hours per contract year		50	250	500	1000
	Dedicated Weekly Hours			5	10	20
<b>Response Time &amp; Medium</b>	Guaranteed response time		72 hrs	48 hrs	48 hrs	24hrs
	E-mail support		x	x	x	x
	Telephone support			x	x	x
	IRC/Chat support				x	x
	Pager/Mobile Phone availability (regular business hours)					x
<b>Price</b>		No Cost	\$24,950.00	\$99,950.00	\$149,950.00	\$249,950.00