

**Oracle® Communications  
Design Studio**

Licensing Information User Manual

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- The preprocessed source is issued as a ZIP archive downloadable from the Saxon project site on SourceForge. This code can be compiled to generate the Saxon-HE product (though of course most users will never need to do this).

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#### **A.1 Classic Support Terms**

Business Hours 9 x 5

Acknowledgement (email response) within 2 Business Days

Email Support

Online Access (documentation, FAQs, release notes and white papers)

Service Pack (cumulative collection of workarounds, patches and bug fixes)

Minor Release (feature releases and service packs, indicated by a change in the decimal)

**A.2 Premium Support Terms**

Business Hours 9 x 5

Acknowledgement (email response) within 1 Business Day

Email Support

Online Access (documentation, FAQs, release notes and white papers)

Service Pack (cumulative collection of workarounds, patches and bug fixes)

Minor Release (feature releases and service packs, indicated by a change in the decimal)

Telephone Support

Customer Patches (Fixes to severity 1 problems that do not have any acceptable workaround)

Customer Owner (designated technical contact person for all technical issues and escalations)

**Note:** Upgrade (significant new features, additions to functionalities, indicated by a change in the number to the left of the decimal) is not included in both Classic and Premium support terms.