




TSANET

LEGAL FRAMEWORK

The Industry Standard Cooperative Support Agreement

COMPREHENSIVE LEGAL FRAMEWORK

- Utilize a standard legal framework created by many of the industry's largest companies
- All members agree to an industry standard Code of Conduct
- Members apply the framework to customize relationships that meets their specific needs
- A proven 25-year framework enables members to quickly establish relationships and operate on a common legal platform

Legal	Product	People
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 <i>TSANet Provides</i>		

Support Readiness Plan

*"How do you **create and maintain relationships** with 100's of vendors in your customer environments? Red Hat has found a solution in TSANet." **Ted Williams, Red Hat, Inc.***

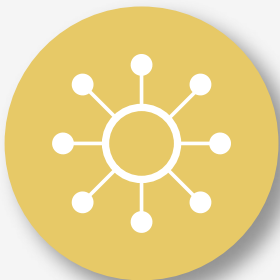
Premium Member

- Directly contact other TSANet members on a 24/7 global basis
- Service levels: P1 = 2 Hours, P2 = 4 hours, P3 = next business day
- Collaborate with all Premium and Basic members
- Create Partner Programs and form strategic relationships that extend to your Partners



Basic Member

- Directly contact other TSANet members during business hours
- Service level is next business day for priority 1
- Collaborate with all Premium and Basic members
- Create Partner Programs and form strategic relationships that extend to your Partners



Limited Member

- Limited members participate in custom relationships created by a TSANet Basic or Premium member
- Limited membership is by invitation only

