

AMD x86 Open64 Technical Support Service

AMD provides support for the x86 Open64 compiler and associated libraries that are released by AMD at <http://developer.amd.com>. Support issues can be initiated via the World Wide Web at AMD Developer Central (<http://developer.amd.com>). This support mechanism will provide AMD customers the ability to access the AMD Developer Central knowledge-base for self-service support (e.g. self-help) plus download upgrades and new releases. In addition, the AMD Developer Central Service Request system has procedures to address issues that are critical in nature and may need urgent attention. For such issues, the support organization will work to diagnose and provide workarounds or fixes to the problem. The support team will also work to maintain regular contact with the customer to provide visibility into problem status and progress towards resolution.

AMD x86 Open64 Technical Support Services are provided to customers developing or porting applications to AMD platforms within a supported enterprise Linux environment and are looking to AMD for support as they develop and test their application. Benefits include:

- Assistance to resolve issues that are related to x86 Open64 compilers on AMD platforms.
- Assistance with compatible GNU-based development tools on AMD platforms that are required for usage of x86 Open64 compiler.
- Answers to questions about how to use the x86 Open64 compiler in the most effective way.
- Fast resolution of x86 Open64 compiler related issues to maintain a high level of developer productivity.
- x86 Open64 compiler support capabilities at no cost to customers when using AMD platforms.
- If AMD determines it is necessary, access to a broad range of x86 Open64 compiler development skills and knowledge.

AMD Technical Support is available to x86 Open64 AMD platform developers. The x86 Open64 Compiler Suite can be downloaded and supported from AMD's Developer Central Web Site once the associated End User License Agreement is accepted.

x86 Open64 Technical Support Scope of Coverage*

Support	Do not support
Compiler installation	Modified RPMs or tarball files
Compiler usage	Code design and development Compiler development
Compiler configuration	System and network design
Compiler feature diagnosis	Language standards and features not specified or under development/preview.
Bug fixes for compilers that meet the Support Level timing constraints	Third party software

Development advice coverage for: <ul style="list-style-type: none"> • Best practices of compiler usage • Tuning using the available command-line options • Application porting to AMD platforms 	Development advice or engineering resources for: <ul style="list-style-type: none"> • Production application issues • Wholesale application debugging • 3rd party products • Technology and preview features
--	---

*AMD will provide support on x86 Open64 Compiler Suite distributed by AMD. AMD's product offering is comprised of x86 Open64 compilers and libraries.

Support Level	
Hours of coverage:	Standard U.S. Service-level coverage Business Hours
Support Channel:	Service Request Web tickets (i.e. all transactions are via email)
Scope of Coverage:	Compiler installation, usage, and correctness
Progression of Service Request Web tickets:	Registered users
Projected Response Time:	2 U.S. business days
Timing constraints:	<p>AMD will support the last two active releases of the x86 Open64 product.</p> <p>AMD will service a request if it is made for a compiler release that was generally made available not more than one year prior to the filing of the service request.</p> <p>AMD reserves the right to end support of a particular release of the x86 Open64 compiler at any time without notice.</p>
Support constraints:	AMD reserves the right to modify or terminate x86 Open64 support service at any time without notice.