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1.2 User is expected to use SwisSQL Data Migration in accordance with specific license

limitations that restrict the number of tables and rows migrated between each pair of databases.

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	Classic Support
Business Hours	9 x 5
Acknowledgement (email response)	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)	√
Telephone Support	X
Customer Patches (Fixes to severity 1 problems that do not have any acceptable workaround)	X
Customer Owner (designated technical contact person for all technical issues and escalations)	X
Upgrade (significant new features, additions to functionalities, indicated by a change in the number to the left of the decimal)	X