

Tectonix Service Support Policy

This support policy (“**Support Policy**”) sets out the terms of support for Tectonix’s Cloud Service. In the event of a conflict between the terms of this Support Policy and the terms of the [Tectonix Cloud Service Subscription Agreement](#) or other agreement with us governing your use of the Cloud Service (respectively, the “**Agreement**”), the terms and conditions of this Support Policy will apply, but only to the extent of such conflict and the support services provided hereunder. Capitalized terms used herein but not defined herein shall have the meanings set forth in the Agreement.

Last updated: February 19, 2020.

1. Support Levels

1. Customers can choose to receive the response levels for support as set forth in the table below (“**Support Levels**”) based on the Cloud Service subscription tiers purchased by Customer.

Support Level	Paid Tier	Free Trial
P1 – Blocker Failure due to an Error that causes complete loss or severe outage of the Cloud Service, resulting in an application being down or non-operational, or customer data is lost or destroyed and no workaround exists.	Response Time: 1 hour Support Hours of Operation: 24hrs x 7 days/ week	Best effort support available.
P2 – Critical Failure due to an Error that causes partial loss of the Cloud Service impacting business operations. Operations can continue in a restricted fashion and a workaround may be used to restore functionality.	Response Time: 4 hours Support Hours of Operation: Mon to Fri 9am - 5pm EST	Best effort support available.
P3 – Major Failure caused by non-critical Errors, where no data has been lost and the system has not failed. The Error does not prevent normal operation, or the situation may be temporarily circumvented using an available workaround.	Response Time: 8 hours Support Hours of Operation: Mon to Fri 9am - 5pm EST	Best effort support available.
P4 – Minor Non-critical Errors, general questions, requests for enhancements to the Software.	Response Time: 12 hours Support Hours of Operation: Mon to Fri 9am - 5pm EST	Best effort support available.

1. ***Support Channel:** via email to support@tectonix.com
2. **"Error"** means a reproducible failure of the Cloud Service to perform in substantial conformity with the specifications set forth in the Documentation.

2. Support Level Requests, Terms and Limitations

2.1 Support Level Requests

2.1.1 For Tectonix to provide Customer the Support Levels, Customer must submit a support ticket by email to support@tectonix.com.

2.1.2 Customer shall provide to Tectonix all of the following when logging a support ticket:

- (i) reasonable detail of the nature of and circumstances surrounding the Error;
- (ii) ensure Couchbase has reasonable access to the Customer Cloud Environment if necessary to enable a diagnosis or resolution of any Errors; and
- (iii) cooperation by Customer in the diagnosis and resolution of any Errors.

2.1.3 In each instance that Customer provides or uploads content for inspection to Cloud Service technical support, Customer shall redact all personal data from content.

2.2 Support Level Terms and Limitations

2.2.1 The Support Levels shall only be available in English and shall apply only to the then-current version of the Cloud Service.

2.2.2 Tectonix has no obligation to provide any Support Levels to Customer:

- (a) for any service, software, infrastructure or other element of the Customer Cloud Environment that has not been provided by Tectonix to Customer as part of the Cloud Service;
- (b) if Customer or a third party has in any way altered or modified either the ability for Tectonix to deliver the Cloud Service as designed, or any portion of the Cloud Service;
- (c) if Customer has not used the Cloud Service in accordance with the Documentation or instructions provided by Tectonix, including failure to, follow implementation procedures, or ensure all changes performed by the Customer are actioned from the Cloud Control Plane;
- (d) where any failure to provide any Support Levels or any unavailability of the Cloud Service is caused by (i) factors outside of Tectonix's reasonable control, including any natural disaster, epidemic, war, acts of terrorism, riots, government action, or any other force majeure event; (ii) any service, software, hardware or other elements of the Customer Cloud Environment not provided by Tectonix (including third-party software, technology and equipment, or APIs and data formats not included in the Cloud Service), or (iii) any actions or inactions from Customer or any third party, including Customer's breach of the Agreement.

2.2.3 Customer acknowledges that the time required to respond to a Support Level request may vary depending on the complexity of the Error problem, including, without limitation, the nature of the Error, the extent and accuracy of the information available about the Error, and the level of Customer's cooperation and responsiveness in providing materials, information, access, and support reasonably required by Tectonix.

3. Upgrades

3.1 The Cloud Service will provide the ability to upgrade not only the Tectonix Software but also the underlying operating system for upgrades and patches. Cloud Service will attempt to move Customer to the latest stable version of these distributions as indicated by the Customer Cloud Environment.

3.2 This Support Policy only applies to the most current and supported version of the Tectonix Software.

