

**SERVICE DESCRIPTION  
SOFTWARE SUPPORT SERVICES**

**Introduction**

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Aviatrix provides Software Support Services that we make available to you in connection with the Software and Devices that you purchase from us on a Software Order as outlined below. Capitalized terms used here can be found in the Customer Terms of Use and below.

**Support Services**

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Aviatrix will provide the following Software Support Services through our customer portal:

**24x7x365 Maintenance and Technical Support.** As part of the Software you purchase, we provide 24x7x365 support of the Software as further set forth in this Service Description.

**Access to Software Support Services.** You may initiate a ticket as further described in Section 2 below by email or phone and there are additional resources available on our community resources webpage:

Aviatrix Support Contacts
+1 888-311-8328 support@aviatrix.com

**Support Classification**

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**Classification of Tickets.** We classify Software Support Services in the following categories:

- **“Incident”** is any event or occurrence that is unplanned and not part of the standard operation of the Software that causes an interruption or reduction in the quality of the applicable Software.
- **“Problem”** is a root cause condition that can arise without the existence of a corresponding Incident and may or may not cause an interruption or reduction in the quality of the applicable Software.
- **“Maintenance”** is Software updates, patches, fixes, and general release versions that we make available to all customers with an active license subscription.
- **“Device Support”** is support for a Device that you obtain through the applicable Third-Party Provider as may be set forth on a Software Order. We will reasonably assist you in the diagnosis of a Device failure.

**Incident and Problem Reporting**

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**Reporting of Incidents.**

**Incident Tickets.** You may create an incident ticket by contacting us as described in this Service Description. In order for us to properly assess and analyze the Incident, you must provide us with sufficient information, including, at a minimum, the following: (i) an Incident title; (ii) the date and time of the event from which the Incident arises; (iii) a detailed description of the Incident and how it is impacting your use of the Software; and (iv) any other information that may be helpful (e.g., submitting Software Metrics to us through the applicable support feature in your Controller(s), screen shots, etc.).

**Problem Reporting.** The purpose of problem reporting is to reduce the number of Incidents which are an Error and improve overall Software quality. A Problem ticket is submitted at a time when the Problem described does not affect Software quality and/or performance, i.e. it is not an Incident. Such ticket will include the following at a minimum: (a) a Problem title; (b) the date and time of event(s) from which the issue arose that appears to reflect a Problem; (c) a detailed description of the issue and how it is impacting your use of the Software; and (d) any other information that may be helpful (e.g., submitting Software Metrics to us through the applicable support feature in your Controller(s), screenshots, etc.). Problem tickets are addressed on a commercially reasonable basis after Incidents are resolved pursuant to the table above.

### Incident Response Times and Resolution

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**Incident Response Time.** For each Incident, we will respond according to the table below:

	Action	Time Interval/ Response Time
(a)	<b>Critical – P<sub>1</sub></b> Complete loss of Software functionality affecting critical Customer business operations, with response time starting on the creation of an Incident ticket pursuant to Section 3.1 above	Within one (1) Hour
(b)	<b>Major – P<sub>2</sub></b> Significant degradation of Software functionality affecting critical business operations, with response time starting on the creation of an Incident ticket pursuant to Section 3.1 above	Within four (4) hours
(c)	<b>Minor – P<sub>3</sub></b> Minor degradation of Software functionality that does not affect critical business operations, with response time starting on the creation of an Incident ticket pursuant to Section 3.1 above	Within twelve (12) hours

**Resolution of Incidents.** If an Incident is deemed to be an Error (as defined below), we will use commercially reasonable efforts to resolve such Error. If the Incident is deemed to not be an Error, we will have no obligation to resolve the Incident; provided, however, we may resolve the Incident if possible, or assist you in its resolution, which may be on a time and materials basis subject to our then-current standard rates and will be on a new Software Order. We may resolve an Incident by workaround and subsequent Maintenance of the Software.

"Error" means a material failure of any Software to perform in accordance with its Documentation. Errors do not include, and we will have no responsibility for, any failure of any Software caused by any of the following: (i) any alterations, or modifications not made or approved by us in writing; (ii) the failure to operate the in accordance with our installation and operating instructions, or Documentation; (iii) you fail to reasonably assist us in verifying, reproducing and correcting error conditions, or we are unable, after using reasonable efforts, to verify and reproduce the error condition reported by you; (iv) any failure of the computer operating systems, hardware environment, third party software, hardware, network, internet, connectivity or power systems

utilized by you, including those provided to you by Third-Party Providers; or (v) any Force Majeure Event.

### **Customer Responsibilities**

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Your responsibilities include providing:

- Relevant Cloud Provider related information such as: IAM roles, security domains and account details
- Supervised Cloud Provider console access when required for Incident resolution

**We do not require access to the Software that would provide us with the unsupervised ability to add, delete, change, or modify your Software configuration or gain access in any form to Customer Data contained within, or transmitted by, the Software.**