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Appendix 1: Support Services

This appendix inherits from and augments all terms set forth in the eXo Master Subscription Agreement and its other appendixes visible at www.exoplatform.com/terms-conditions/terms-conditions.pdf

1.1 Support Services entitlement

The Support Services are intended only for use by Customer (including through its contractors and agents) and for the benefit of the Customer and only for the Installed Systems (as defined below) for which Customer has purchased a Subscription Plan. Any unauthorized use of the Support Services will be deemed to be a material breach of this Agreement

1.2 Support Services Start Date

Unless otherwise agreed in an Order Form, the Support Services will begin on the date Customer purchases a Subscription Plan as set forth in the applicable Order Form.

1.3 Support Services Scope of Coverage

eXo Support Services are intended to provide functional and/or technical assistance, troubleshooting competence and Software Maintenance to Customer. The benefits of these Support Services vary according to the Subscription Plan purchased by the Customer (See Subscription Plan Details in Appendix 0).

Support Services are delivered remotely through an industrialized organization and SLA-driven processes. Customer may formulate requests through the support portal made available by eXo.

Support services are provided in the English and/or French languages only. At the opening of the service, eXo and the Customer will agree on the contact information appointed to interact with eXo as part of the Support Services.

This information may be changed upon request by the Client during the period of validity of the Subscription

For the avoidance of doubt and unless specified in an applicable Order Form, Support Services never include any on-site intervention. Such interventions shall be scoped and ordered through additional Professional Services.

Support Services do not include assistance with code development, system and/or network design, architectural design, major Releases changes for the Software or for third party software made available with the Software. Such interventions will be scoped jointly by eXo and the Customer and ordered through additional Consulting Services.

eXo does not provide Support Services for Software that has been modified nor for Customer specific developments.

Support Services are provided only according to the Supported Environments Policy listed at <https://www.exoplatform.com/terms-conditions/supported-environments.pdf>. Support Services are not provided on environments outside of the scope referenced above.

Depending on the Subscription Plan purchased by Customer, Customer has access to several services and escalations:

1.3.1 Help Desk

Help Desk is the primary entry point for Customer requests. All Customer requests made within the scope of Support Services must be initiated at the Help Desk. Help Desk support consists in administrative acknowledgement of support requests, the formulation of recommendations for use and functional administration, case management, basic troubleshooting, and providing common solutions to functional-related questions.

1.3.2 Technical Support

Technical Support consists of assistance for installation, configuration, technical administration, advanced troubleshooting, issue diagnosis and reproduction and the provision of technical workarounds and procedures to be performed by Customer on the applicable Software in the context of an Client-hosted and/or managed infrastructure, n an Authorized Deployment Topology.

1.3.3 Hosting Support

Hosting Support consists of a technical assistance dedicated to Customers who purchased an Hosting and Managed Services Option. Hosting Support includes assistance for issue diagnosis, reproduction and resolution and Task Orders operations (as defined in Appendix 3 – Hosting and Managed Services).

1.3.4 Maintenance Program

During the validity period of a Subscription Plan purchased by Customer, and in accordance to any special conditions set forth in the Order Form, eXo shall provide to Customer certified patches and Updates for the installed Software (including any related Documentation). Maintenance benefits are ruled by the eXo maintenance program visible at <https://www.exoplatform.com/terms-conditions/maintenance-program.pdf>.

eXo does not provide Maintenance for Software that has been modified nor for Customer specific development.

2. Support Services benefits summary by Subscription Plan

Unless specified in an applicable Order Form, and depending on the target deployment option (On-premise or Hosted) purchasing a Subscription Plan entitles Customer to receive Support Services according to the following benefits:

(V means available, X means Not available for this tier or plan)

2.1 On-premise Installations

Support Services Benefits for On-Premise installation		
Subscription Plan	Enterprise	Enterprise Plus
SLA guideline	Standard	Standard or Premium
Ongoing support	X	V
Case Management	V	V
Support channel	Web	Web and Phone
Number of named contacts	3	5
Help Desk (Level 1)		
Usage information	V	V
Basic troubleshooting	V	V
Functional administration assistance	V	V
Technical Support (Level 2)		
Installation and configuration instructions	V	V
Technical administration assistance	V	V
Advanced troubleshooting	V	V
Issue diagnosis and reproduction	V	V
Workarounds and procedures	V	V
Maintenance Program (Level 3)		
Maintenance versions	V	V
Cumulative patches versions	V	V
One-off patches	V	V

2.2 Hosted Installations

Support Services Benefits for Hosted installations			
Subscription Plan	Professional	Enterprise	Enterprise Plus
SLA guideline	Standard	Standard	Standard or Premium
Ongoing support	X	X	V
Case Management	V	V	V
Support channel	Web	Web	Web and Phone
Number of named Contacts	1	3	5
Help Desk (Level 1)			
Usage information	V	V	V
Basic troubleshooting	V	V	V
Functional administration assistance	V	V	V
Hosting Support (Level 2)			
Issue diagnosis and reproduction	V	V	V
Task order Operations	V	V	V
Maintenance Program (Level 3)			
Maintenance versions	V	V	V
Cumulative patches versions	V	V	V
One-off patches	X	V	V

3. Support Services SLA Guidelines

3.1 Support Services escalation

Within the course of a Customer request to eXo Support Services, a case will be handled thanks to the following escalation procedure :

- **Level One Support** means administrative and technical acknowledgement of support requests, documentation of requests, basic troubleshooting, and providing common solutions for issues requiring less than 30 minutes to resolve. If no solution is found, a Level Two escalation is made.
- **Level Two Support** means the escalation point for Level One Support. Level Two Support provides support for issues requiring more than thirty (30) minutes to resolve, in-depth research and troubleshooting. All requests reporting one or more Errors with known solutions are Level One and Two Support issues.
- **Level Three Support** means acknowledgement of a category of Errors reported by eXo for the Software which, after initial analysis is determined most likely to be the result of a design defect with the Software or the result of a complex interaction that requires a bug fix as described in the eXo Software maintenance program.

3.2 Incident Response by Severity

Incident severity levels (defined below) are utilized in establishing the incident impact to the Customer upon incident receipt and will be used to set mutual expectations between Customer and eXo. Severities are established by eXo in accordance with the Severity Levels definitions below and are subject to change during the progress of each specific case.

3.3 Mutual obligations

To help ensure a smooth interaction during the processing of a case, and especially for those with a high severity, it is essential that all parties remain engaged until the case is resolved or qualified with a lower severity level. This includes but is not limited to:

- Provision to eXo Support Services staff of all relevant contact informations as well as all technical activities in progress, runtime logs, technical parameters, and all information available and relevant allowing for a deep analysis of the situation.
- Execution of recommendations and procedures emitted by eXo Support Services staff.

3.4 Support Services and Software Delivery

Unless otherwise set forth in an applicable Order Form, (1) eXo will be the primary source for communication with Customer for requests that are covered by Support Services and (2) the Software Updates, when and if available, will be delivered to Customer via eXo Customer Portal.

Customer shall designate the number of named contacts as stated in the applicable Subscription Plan or in an applicable Order Form.

In addition to and for purposes of assessing the quality of the service provided, Customer will provide data, and other relevant information upon eXo's request.

3.5 Ongoing Support

Provided Customer has purchased an eligible Subscription Plan or as specified in an applicable Order form, and in case of a Severity 1 issue (see Severity Levels definitions below) eXo Support Services staff will remain engaged on an ongoing basis until case resolution or Severity decreases.

3.6 Support Services SLA Guidelines

eXo will use commercially reasonable efforts to provide Support Services in accordance with the Services Level Agreement (SLA) guidelines set forth in Table below. eXo's Support Services standard business hours ("Standard Business Hours") are 8h-18h GMT, from Monday to Friday, excluding regular bank holidays.

Table: Support Services SLA Guidelines

(V means available, X means Not available for this tier or plan)

Target Response Time		
	Standard	Premium
Severity 1 (Blocker): An Error which severely impacts Customer's production environment (such as loss of production data) or in which Customer's production systems are not functioning. The situation halts Customer's business operations, and no procedural workaround exists.	1 Business Hour	1 hour on a 24x7 basis
Severity 2 (Major): An Error where Customer's system is functioning but in a severely reduced capacity. The situation is causing a high impact to portions of Customer's business operations, and no procedural workaround exists.	4 Business Hours	4 Hours on a 24x7 basis
Severity 3 (Minor): An Error which involves partial, non-critical functionality loss of a production or development system. There is a medium-to-low impact on Customer's business, but Customer's business continues to function, including by using a procedural workaround.	2 Business Days	1 Business Day
Severity 4 (None/Info): A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. There is low-to-no impact on Customer's business or the performance or functionality of Customer's system.	3 Business Days	2 Business Days

3.7 Support Services Operational Processes

Support Services detailed operational Processes are available at <https://www.exoplatform.com/terms-conditions/support-operations.pdf>

3.8 Data Protection

Support Services are delivered according to Data Protection terms as defined in Appendix 5 also visible at <https://www.exoplatform.com/terms-conditions/data-protection.pdf>