



IXCloud SAAS Support Policies



Effective Date: 15-May-2020

OVERVIEW

These Numonix (“IXCloud”) Software as a Service (“SaaS”) Support Policies apply to the following SaaS offerings: IXCloud and IXCloud Hybrid .

These SaaS Support Policies apply to the support provided by Numonix (“IXCloud”) as part of the SaaS offering acquired by you under your Subscription Services Agreement (SSA) or ordering document. SaaS support is subject to the terms and conditions of the ordering document, including the Numonix (“IXCloud”) SSA.

SaaS support does not include services for any Numonix (“IXCloud”) service offering or program that is not expressly provided by Numonix (“IXCloud”) as part of the SaaS offering under your ordering document.

As used in these SaaS Support Policies, "you" and "your" refers to the individual or entity that has ordered or subscribed to the SaaS from Numonix (“IXCloud”) or an authorized distributor, as applicable.

Numonix (“IXCloud”) will provide SaaS support in accordance with Numonix (“IXCloud”)’s privacy policy available at <https://numonix.cloud/Documentation/Privacy-Policy-IXCloud.pdf>.

These SaaS Support Policies are subject to change at Numonix (“IXCloud”)’s discretion; however, Numonix (“IXCloud”) policy changes will not result in a material reduction in the level of SaaS support provided during the period for which fees for the applicable SaaS offering have been paid.

SUPPORT TERMS

SaaS Fees

The fees paid by you for the SaaS offering under your ordering document include the SaaS support described in these SaaS Support Policies. You will not be separately invoiced for support provided as part of the SaaS offering.

Support Period

SaaS support is effective upon the effective date specified in your ordering document, and ends upon the expiration or termination of the SaaS offering under such ordering document (the "support period"). Numonix (“IXCloud”) is not obligated to provide SaaS support beyond the end of the support period.



Technical Contacts

Your technical contacts are the sole liaisons between you and Numonix (“IXCloud”) for support of the SaaS programs. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the SaaS programs and your Numonix (“IXCloud”) environment in order to help resolve system issues and to assist Numonix (“IXCloud”) in analyzing and resolving service requests. When submitting a service request, your technical contact should have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Numonix (“IXCloud”) in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify Numonix (“IXCloud”) whenever technical contact responsibilities are transferred to another individual.

Numonix (“IXCloud”) may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

End User – Non-Technical Contacts

End Users may log service request (“IXCloud”) for support on platform and recording related issues that cannot be addressed by your first line support.

SaaS Program Updates

"Update" means a subsequent release of the SaaS program which Numonix (“IXCloud”) generally makes available for its SaaS customers at no additional fee. Updates for SaaS programs do not include any release, option, service or program that Numonix (“IXCloud”) licenses separately. As part of support for SaaS, Numonix (“IXCloud”) will provide updates to SaaS programs during the support period when available (as determined by Numonix (“IXCloud”)). Numonix (“IXCloud”) is under no obligation to develop any future services, programs or functionality. If an update for a SaaS program is made available to you pursuant to these SaaS Support Policies, it shall replace the previous version of such SaaS program.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the SaaS program directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the SaaS program, (ii) a direct response to users with respect to problems or issues with the SaaS program, (iii) a diagnosis of problems or issues of the SaaS program, and (iv) a resolution of problems or issues with the SaaS program (v) user login or permission issues .

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues of the SaaS program, you may contact Numonix (“IXCloud”) for “Second Line Support.”

Second Line Support shall consist of (i) a diagnosis of problems or issues with the SaaS program, and (ii) reasonable commercial efforts to resolve reported and verifiable errors in the SaaS program so that the SaaS program performs in all material respects as described in the associated program documentation.

Numonix (“IXCloud”) may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the practices described in these SaaS Support Policies.



NUMONIX (“IXCLOUD”) SaaS SUPPORT

Numonix (“IXCloud”) SaaS support consists of:

- The Second Line Support described above
- Program updates, fixes, security alerts, and critical patch updates
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Numonix (“IXCloud”) Support (24 x 7 web-based customer support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

CUSTOMER SUPPORT SYSTEMS

Numonix (“IXCloud”) has an online customer support web site for SaaS support. Access to the support portal is governed by the Terms of Use posted on the My Numonix (“IXCloud”) Support web site, which are subject to change. Access to My Numonix (“IXCloud”) Support is limited to your designated technical contacts. Access to support is included as part of the Numonix (“IXCloud”) SaaS offering acquired by you under your ordering document.

SECURITY PRACTICES FOR SaaS SUPPORT

Numonix (“IXCloud”) is deeply committed to the security of SaaS support. In providing SaaS support, Numonix (“IXCloud”) will adhere to the Numonix (“IXCloud”) SaaS Security Practices.

SEVERITY DEFINITIONS

Service requests for SaaS programs may be submitted by you online through Numonix (“IXCloud”)’s web- based customer support systems or by telephone. The service request severity level is selected by you and Numonix (“IXCloud”) and should be based on the following severity definitions as in the subscription Services Agreement and included below:

Response Time Chart

SEVERITY	DEFINITION	RESPONSE GOAL	DETAILS
Severity 1	Service substantially fails to perform.	1 hour	<ul style="list-style-type: none"> - Trouble Ticket opened. - Assign engineer to determine and correct the error. - Periodic reports on the status of the correction.



			- Initiate work to correct the error.
Severity 2	Substantial degradation in performance of the Service.	2 hours	- Trouble Ticket opened. - Assign engineer to determine and correct the error. - Periodic reports on the status of the correction. - Initiate work to correct the error.
Severity 3	Minimal-to-no impact on the availability or performance of the Service.	3 days	- Commercially reasonable efforts to include in next major release .

No outages and status updated Updates will be posted on our announcement <https://numonix.cloud/support/> - Service Announcements page.

Severity Definition

Severity 1

Your production use of the SaaS program is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Numonix (“IXCloud”) will use reasonable efforts to respond to Severity 1 service requests within one (1) hour. Numonix (“IXCloud”) will work 24x7 until the Severity 1 service request is resolved or as long as useful progress can be made. You must provide Numonix (“IXCloud”) with a contact during this 24x7 period, either on site, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Numonix (“IXCloud”).

Severity 2

You experience a severe loss of service. Important features of the SaaS program are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.



Severity 3

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4

You request information, an enhancement, or documentation clarification regarding the SaaS program, but there is no impact on the operation of such program. You experience no loss of service. The result does not impede the operation of a system.

SERVICE REQUEST SEVERITY LEVEL

Initial Severity Level – At the time Numonix (“IXCloud”) accepts a service request, Numonix (“IXCloud”) will record an initial severity level of the service request based on the Severity definitions defined above. Numonix (“IXCloud”)’s initial focus, upon acceptance of a service request, will be to resolve the issues underlying the service request. The severity level of a service request may be adjusted as described below.

Downgrades of Severity Levels – If, during the service request process, the issue no longer warrants the severity level currently assigned based on its current impact on the production operation of the SaaS program, then the severity level will be downgraded to the severity level that most appropriately reflects its current impact.


Upgrade of Severity Levels – If, during the service request process, the issue warrants the assignment of a higher severity level than that currently assigned based on the current impact on the production operation of the SaaS program, then the severity level will be upgraded to the severity level that most appropriately reflects its current impact. In requesting any assignment of a higher severity level, you must provide Numonix (“IXCloud”) with sufficient information that demonstrates the increased impact of the issue on the production operation of the service.

Adherence to Severity Level Definitions – You shall ensure that the assignment and adjustment of any severity level designation is accurate based on the current impact on the production operation of the SaaS program. You acknowledge that Numonix (“IXCloud”) is not responsible for any failure to meet performance standards caused by your misuse or misassignment of severity level designations.

SERVICE REQUEST ESCALATION

If you believe in good faith that you have not received quality or timely assistance in response to a service request or that you urgently need to communicate important support related business issues to Numonix (“IXCloud”) management, your technical contact may escalate the service request by contacting Numonix (“IXCloud”) and requesting that the service request be escalated. The escalation process should not be used if you wish to change the reported business impact of the issue and as otherwise indicated in My Numonix (“IXCloud”) Support.

For service requests that are escalated, the Numonix (“IXCloud”) support analyst will engage the Numonix (“IXCloud”) service request escalation manager who will be responsible for managing your escalation. The Numonix (“IXCloud”) service request escalation manager will work with you to develop an action plan and allocate the appropriate Numonix (“IXCloud”) resources. If the issue underlying the service request continues to remain unresolved, you may contact the Numonix (“IXCloud”) service request escalation manager to review the service request and request that it be escalated to the next level within Numonix (“IXCloud”).



as required. To facilitate the resolution of an escalated service request, you are required to provide contacts within your organization that are at the same level as that within Numonix (“IXCloud”) to which the service request has been escalated.

CONTACT INFORMATION

Phone numbers and contact information can be found on Numonix (“IXCloud”)’s support web site.