

SwiftStack provides unlimited Technical Support to all SwiftStack Customers with an active support agreement, purchased directly from SwiftStack or via an authorized partner. Technical support is provided as follows:

1. Making Support Requests

Support requests can be submitted as follows:

- **Via our website:** support.swiftstack.com
- **Via email:** support@swiftstack.com
- **Via phone:** +1-415-625-0293

SwiftStack Customers can submit new tickets and view history on previously opened tickets. When reporting an issue by phone, you will be asked to leave a description of the issue you are having, and the voicemail will be routed to a SwiftStack Support Team member who will call you back within the Response Times shown below.

2. Authorized Support Contacts

Technical support by SwiftStack's Support Team is available to all SwiftStack Customers with an active support agreement. Each customer organization is permitted up to 4 authorized support contacts may submit Support Requests. If more support users are required, contact us and we will do our best to accommodate your request.

Customers with free trial or test license agreements are not eligible for Technical Support and should contact their sales representative for more information.

3. Standard Support Hours

The SwiftStack Support Team provides support between 8:00 a.m. and 5:00 p.m. US Pacific Time, Monday-Friday, excluding US Holidays ("**Business Hours**"). For Urgent Priority requests, SwiftStack provides support on a 24x7 basis.

For Urgent Priority support requests outside our Business Hours you must contact us via phone at +1-415-625-0293 and select "2" for Support and "2" again for Urgent Priority support. You will then be connected to our 24x7 support dispatch team who will document your support escalation and assign a SwiftStack support engineer who will contact you and begin the problem resolution process.

4. Scope of Support

Technical Support for the SwiftStack storage system software includes the following:

- Troubleshooting issues related to installation, configuration, and usage of the SwiftStack software.
- Collection and analysis of diagnostic and metric logs to assist in problem resolution.

- Troubleshooting erratic or faulty behavior in any SwiftStack provided software packages in the SwiftStack storage system.
- Providing workarounds or resolutions for known problems.
- Answering general how-to questions and providing pointers to documentation.

SwiftStack's Technical Support services do not extend to out of scope activities including, but not limited to:

- General debugging of user applications
- Rewriting application code for compatibility with SwiftStack
- Troubleshooting server hardware, networking and operating systems issues
- Troubleshooting issues with systems, such as authentication, outside the SwiftStack storage system
- Modifying or patching third party or Open Source software packages for compatibility with the SwiftStack storage system

For assistance beyond the scope of this support policy, SwiftStack or its partners can provide professional services on a consulting basis.

Note that SwiftStack's products include a remote monitoring feature which periodically delivers usage information to SwiftStack so that it is available to assist in problem resolution.

5. Support Priority Levels

When submitting a support request, please use the following guidelines to determine the Support Priority Level of the issue you need our help with:

- **Urgent** - Your SwiftStack storage system is completely down or unusable.
- **High** - Your SwiftStack storage system is up but is negatively impacted.
- **Normal** - General support requests.
- **Low** - All other questions, feature requests and suggestions.

Once submitted, SwiftStack reserves the right to reclassify the Support Priority Level of your issue.

6. Response Times

The SwiftStack Support Team aims to provide the following Response Times for each Support Priority Level:

- **Urgent** - Within 1 hour on a 24x7 basis. The SwiftStack Support Team will use continuous efforts to resolve the reported issue or produce a workaround. Additionally, every hour the problem remains unresolved (or on a schedule agreed with the Customer), SwiftStack will provide an update on progress towards problem resolution. As soon as core functionality has been re-established, the Priority level will be lowered to High.

- **High** - Within 4 Business Hours. The SwiftStack Support Team will use reasonable efforts during Business Hours to resolve the issue or produce a work-around sufficient to adjust the priority level to Normal.
- **Normal** - Within 8 Business Hours. Balanced against higher Priority Level issues, the SwiftStack Support Team will use reasonable efforts during Business Hours to resolve the issue or develop a work-around sufficient to classify the support request as resolved.
- **Low** - Within 16 Business Hours. SwiftStack will review submitted questions, feature requests and suggestions, and may develop a product enhancement for a future release.

7. Privacy Policy

All information provided to, or collected by, SwiftStack in the course of providing Technical Support will be handled in accordance with SwiftStack's Privacy Policy which is available at: swiftstack.com/privacypolicy as may be updated from time to time.

8. Questions?

Please contact us at contact@swiftstack.com if you have a question about SwiftStack's Technical Support.

[END OF SWIFTSTACK SUPPORT POLICY]

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