

SwiftStack Support Policy

June 1, 2019

The Technical Support services purchased as part of your SwiftStack Software Subscription or otherwise are described in this Support Policy.

1. Who is Eligible for Support?

Technical Support is provided for SwiftStack products, including the SwiftStack storage and SwiftStack 1space, to all customers with an active support agreement. Each Customer organization may identify up to four (4) authorized support users who may submit support requests. If you need to register more support users, contact us and we will do our best to accommodate your request.

Users with an agreement for an unpaid trial of the SwiftStack Software should contact their sales representative to arrange for technical assistance during the period of the trial and are not eligible for the Technical Support services described here. To get in touch with your Swiftstack sales representative, please email us at contact@swiftstack.com.

2. Making Support Requests

Technical Support requests can be submitted to SwiftStack via our website, by phone and by email, as follows:

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

SwiftStack Customers may 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.

3. Standard Support Hours

Unless otherwise specified in your SwiftStack agreement, SwiftStack 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

The scope of Technical Support for your SwiftStack products includes the following:

- Answering general how-to questions, and providing pointers to documentation.
- Providing workarounds or resolutions for known issues.
- Collecting and analyzing diagnostic info and logs for reported issues.
- Troubleshooting reported issues related to installation, configuration, usage and management of your SwiftStack products.
- Troubleshooting erratic or faulty behavior in SwiftStack products.
- Reproducing issues in a SwiftStack lab environment, when possible.
- Providing assistance with identifying if a potential issue in a SwiftStack product is most likely caused by faulty or misconfigured 3rd party server hardware, networking, load balancing or operating system distributions.

The scope of Technical Support does not include:

- Assistance with operational tasks, such as remotely re-configuring or upgrading your SwiftStack products.
- Benchmarking your SwiftStack system.
- Troubleshooting 3rd party server hardware, networking, load balancing and operating systems issues.
- Troubleshooting issues in external systems and services with which you may have integrated your SwiftStack products.
- Migrating data.
- Modifying or patching third party or open source applications and clients that you use in conjunction with your SwiftStack products.

For assistance beyond the scope of the Technical Support services described here, SwiftStack can provide assistance on professional services basis, including technical training, remote production operations, tuning assistance and data migration.

5. Supported Platforms

The scope of these Technical Support services applies when your SwiftStack products are installed on supported operating system versions, bare metal servers, and disk drives that meet the minimum requirements as specified in our documentation. If your SwiftStack products are integrated with an external cloud storage service via SwiftStack 1space, any compatibility issues will need to be reproduced with AWS S3.

If your SwiftStack products are installed in virtual machines, SwiftStack may not be able to diagnose or reproduce issues that are caused by faulty, misconfigured or poorly performing virtual infrastructure, such as hypervisors or SAN backed virtual drives. In this case, the scope of SwiftStack Technical Support is limited to answering general how-to questions, providing workarounds or resolutions for known issues and troubleshooting reported issues related to installation, configuration, usage and management of the SwiftStack system if it would be operated on bare metal servers.

6. 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 production SwiftStack system is completely down or unusable.
- **High** - Your production SwiftStack system is up, but is negatively impacted.
- **Normal** - General support requests for production, staging and development environments.
- **Low** - All other questions, feature requests and suggestions.

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

7. 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 you), 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 Support 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.

8. Enhanced Support

For an additional Subscription fee, SwiftStack offers an optional Enhanced Support level that provides the following additional support coverage:

- High-priority case handling.
- 4 hour Response Time for High Priority Level support requests on a 24x7 basis.
- Access to subject matter experts.
- Scheduled on-demand reviews of support tickets and upcoming changes in your technical environment.

9. 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/privacypolicy160308

10. 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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