Amorphic Data Cloud for AWS

Support Policy and Services Level Agreement

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Introduction

This document describes Amorphic support for offering provided by Cloudwick's technical support team ("Amorphic Support") in connection with support requests related to bugs, defects, or errors in the Service causing it to fail to perform in material conformance with the Documentation ("Errors"). This document also describes the service level commitments applicable to certain editions of the Service. Customer shall receive Freemium, Bronze, Silver or Gold Support described and subscribed to in the applicable ("Order Form"). This document may be updated by Cloudwick from time-to-time upon notice (which may be provided through the Service or by posting an updated version of the Support Policy and Services Level Agreement.

Audience

This document is intended to provide Amorphic support definitions related to the priority of the incidents.

- Tier 1 support team
- Analytical users
- Program/Technical management

This is a formal document subject to revision and change control. The list of authors is given in the section at the beginning of the document.

Submission of Support Cases

Each Support Case shall; (a) designate the Severity Level of the Error in accordance with the definitions in Table 1, (b) identify the Customer's Account that experienced the error, (c) include information succinctly detailed to allow Amorphic Support to attempt to duplicate the Error (including any relevant error messages), and (d) provide contact information for the Customer Contact most familiar with the issue. Unless Customer expressly designates the Severity Level, the Support Case will default to Severity Level four. If Customer believes that the issue to be related to Client Software (as defined in the Agreement), then the Support Case shall also include the applicable Client Software log files. If Customer Contacts submit Support Cases related to enhancement or feature requests, Cloudwick shall treat those tickets as closed once the request has been forwarded internally.

Severity Level Definitions

Sev 1 - Production System Down	Your business is significantly impacted. Important functions of yourapplication aren't available.
Sev 2 - Production System Impaired	Important functions of your application are impaired or degraded.
Sev 3 - System Impaired	Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question.
Sev 4 - General Guidance	You have a general development question, or you want to request a feature.

Error Response

Upon receipt of a Support Case, Amorphic Support will attempt to determine the Error and assign the applicable Severity Level based on descriptions in Table 1. Amorphic shall use commercially reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level, as measured during in-region Amorphic Support hours set forth in Table 2 below (such hour(s), “Business Hour(s)” with the total Business Hours in an in-region support day being “Business Day(s)”). If the Customer Contact that submitted the Support Case is unresponsive or unreachable, Amorphic may downgrade the Severity Level by one level. If Amorphic Support’s Severity Level designation is different from that assigned by Customer, Amorphic Support will promptly notify Customer in advance of such designation. If Customer notifies Amorphic Support of a reasonable basis for disagreeing with Amorphic’s designated Security Level, the parties will discuss in an effort to come to a mutual agreement. If disagreement remains after discussion, each party will escalate within its organization and use good faith efforts to mutually agree on the appropriate Severity Level.

Amorphic Subscriptions: Pay-as-You-Go & Annual Usage Commitment

Amorphic Service Regions	Standard (Comes With Subscription)	Premiere (Standard Support Subscription Uplift)
US	**9am-5pm Mon-Fri** Excluding US Recognized Banking Holidays	**24x7x365**
EMEA	**9am-5pm Mon-Fri** Excluding EU Recognized Bank Holidays	**24x7x365**
ASEAN & APAC	**9am-5pm Mon-Fri** Excluding ASEAN & APAC Recognized Holidays	**24x7x365**

Support First Response Times for Production

Amorphic First Response Times for Production System

Issue Severity	Free Trial	Standard	Premiere
Sev 4 – General Guidance	Best Effort	M-F PDT 9AM -5PM < 24 business hours	24 x 7 x 365 < 24 business hours
Sev 3 – System Impaired	Best Effort	M-F PDT 9AM -5PM < 12 business hours	24 x 7 x 365 < 12 business hours
Sev 2 – Production System Impaired	Best Effort	M-F 9AM -5PM < 12 business hours	24 x 7 x 365 < 4 hours
Sev 1 – Production System Down	Best Effort	M-F 9AM -5PM < 8 business hours	24 x 7 x 365 < 1 hour

Support Level Entitlements

Entitlements	Trial	Standard	Premiere
Amorphic Support (portal, knowledge-base, forums, articles, events, etc.)	Y	Y	Y
Follow-the-Sun Case Management	N	N	Y
Number of Total Customer TAC Contacts	1	6	10
Case Escalation	N	N	Y
24x7 Phone Access	N	N	Y

Support Policy Exclusions

Cloudwick will have no liability for any failure to meet the Service Level to the extent arising from: (a) use of the Amorphic Service by Customer other than as authorized under this Agreement or Documentation, (b) Customer data; (c) Customer or user equipment: (d) third party acts, or services and/or systems not provided by Amorphic; (e) general Internet problems, or other factors outside of Cloudwick's reasonable control: (f) evaluation or proof-of-concept use of the Amorphic Service; or (g) Amorphic's preview features (e.g., beta functionality not intended for production use). Cloudwick will have no obligation to provide support for third party software or service other than those approved by Cloudwick in writing, or for custom scripts or code not native to the Amorphic Service. Additionally, if Customer desires technical or professional services from Cloudwick for Amorphic, including but not limited to services related to data modeling, code development, migration, or product training, then Customer and Cloudwick must enter into a mutually executed Statement of Work for such services.