Support Guidelines - Zadara Services

The following technical support service guidelines are offered by Zadara with respect to Zadara Services purchased directly from Zadara by Customers under the applicable agreement which governs their purchase and use of the Zadara Services ("**Agreement**"). Capital Terms not defined herein shall have the meaning ascribed to them in the Agreement.

1. **Definitions.**
   1.1. "**Incident**" means an unplanned interruption or reduction in service quality of the Services.
   1.2. "**Support Portal**" means the Zadara support Portal made available to Customer by Zadara, which may include some or all of the following: a knowledge base, on-line case tracking, frequently asked questions and documentation.
   1.3. "**Business Hours**" means 8:00 AM to 6:00 PM in the Customer country, excluding holidays and weekends. These times may vary in countries with multiple time zones.
   1.4. "**Services**" and "**Zadara Services**" means the services described in Customer Order (i.e. zCompute and zStorage).

2. **Support**. In consideration of payment of the applicable support fees when due in accordance with the payment terms detailed in Customer's Order, Zadara shall provide technical Support as further described herein ("**Support**").

3. **Maintenance**. Zadara shall use reasonable efforts to maintain the Services so that they operate at the predetermined service quality levels ("**Maintenance**").

4. Zadara shall provide remote support as described herein to assist in Customer's use of the Services and resolve Incidents in the Services.
   For Premium Support and Primum Plus Support Customers support is available on a 24x7x365 basis.
   For Standard Support Customers support is available during Business Hours.

5. Support is available through the Portal or through email at Support@zadara.com ("**Support System**").

6. **Priority Designation**. Customer will suggest the Priority for each Incident. Upon receiving a request from Customer, Zadara will determine the Priority classification, and determinations by Zadara are final and binding on Customer. Zadara will inform Customer through its Support System on the Priority Designation.

7. **Support Request**. When making a Support request, Customer will provide requested diagnostic information including but not limited to: (i) describing the problem, the configuration, the deployed Designated Hardware, and Customer's network; (ii) providing relevant data; and (iii) providing contact information of someone who can answer questions and assist Zadara Support Personnel.

8. Zadara support covers development and production issues with Zadara products and Services. Zadara support doesn't include code development, data management or recovery, support of Customer developed applications or code, third-party software, operating systems, applications or drivers, or errors not attributed to the Services.

9. **Incident Severity Levels and Response Times**. Once Customer has reported an Incident to Zadara, Zadara shall respond to the Incident request within the initial target response time detailed below, based on the Priority classification of the Incident, and the support tier purchased by the Customer.

10. **Professional Services**. In addition to the support and Maintenance services described above, Zadara may provide additional limited support hours to Customer under these Guidelines, subject to a separate order approved by Zadara and subject to additional fees.

Support Tier	STANDARD SUPPORT	PREMIUM SUPPORT	PREMIUM PLUS SUPPORT
Pricing			
Pricing	included	The higher of 7% of the total monthly invoiced fees Or $1,500 per month	The higher of 10% of the total monthly invoiced fees Or $3,000 per month
Target Response Time Our first-contact response times are based on your chosen priority level for each Incident. Zadara will use all reasonable efforts to provide responses within these time frames.			
P1 - Your business is at risk. System is down and/or critical functions of your application aren't available	Up to 6 hours	Up to 1 hour	Up to 30 minutes
P2 - Important functions of your application are impaired or degraded. Severe performance deterioration	Next Business Day	4 hours	2 hours
P3 - Non-critical functions of your application are behaving abnormally, or you have a development or functionality related question.		Next Business Day	Within Business Day
RCA time		10 Business Days	5 Business Days
Access to Zadara team			
Technical Account Manager		Quarterly meeting	Monthly meeting
Access to Subject Matter Experts		1 hour per month	2 hours per month
On-boarding sessions	One 2-hours session per cloud	One 2-hours session per cloud	One 2-hours session per cloud per quarter
Additional training sessions		For an extra charge	For an extra charge
NW connectivity and modifications sessions	One per system	One per 6 months	One per quarter
Scheduled zStorage and zCompute infrastructure upgrades		Best effort	Included
Scheduled VPSA upgrades	Limited to 1 session per 6 months	1 session per quarter	3 sessions per quarter
Roadmap Discussion		1 Session with Product Management per year	2 Sessions with Product Management per year
Onsite concierge installation/replacement		For an extra charge	For an extra charge
Tools			
Zoom session		Included for P1	Included for P1

11. **General Provisions**

   11.1. <u>Updates to Guidelines</u>. Zadara may update these Guidelines from time to time.

   11.2. <u>Language</u>. The parties agree that all support provided by Zadara to Customer under these Guidelines will be in English only.

   11.3. <u>Term of Support</u>. Zadara will only provide the support services described in these Guidelines during the term specified in the applicable Order form and subject to payment of any applicable fees when due.