

# Actifio Maintenance and Support Policy

This Maintenance and Support Policy describes the maintenance and support options that are available to Actifio customers and explains the terms and conditions under which Actifio provides support for its products. For purposes of this document, an “Issue” is defined as: (i) any failure of the Software to function substantially in accordance with the Documentation; (ii) any material defect in workmanship or materials in hardware; or (iii) any question regarding the use or operation of the Solution.

**All references to hardware in this document apply only to the Actifio sold hardware and do not apply to software-only solutions.**

### How to Get Help

Actifio supports all aspects of the Actifio Solution, providing customers with a single point of contact. Support includes software support for the Actifio Solution and hardware support for all Actifio-sold hardware components.

### Access Support for Actifio Products

Access our comprehensive support resources at ActifioNOW, [actifio.force.com](http://actifio.force.com). Support resources include:

- Extensive Knowledge Base
- Top Solutions
- Tech Tips
- Training Videos
- Case Management

You can also reach support by phone, for our numbers please visit [actifio.com/support](http://actifio.com/support).

E-mail us at [support@actifio.com](mailto:support@actifio.com)

## Actifio Maintenance and Support Programs and Features

Actifio offers the following Maintenance and Support programs which include the features listed below:

| Features <sup>1</sup>                              | Actifio Solution Maintenance                    | Actifio Premium Solution Maintenance |
|--|---|--------------------------------------|
| 24x7x365 Global Technical Support                  | ✓   | ✓                                    |
| Software Updates                                   | ✓   | ✓                                    |
| Online Support Portal                              | ✓   | ✓                                    |
| Telephone Support                                  | ✓   | ✓                                    |
| Email Support                                      | ✓   | ✓                                    |
| Severity 1 Response Time                           | Within 4 Hours                                  | Within 1 Hour                        |
| Severity 2 Response Time                           | Within 6 Hours                                  | Within 4 Hours                       |
| Severity 3 and 4 Response Time                     | Next Business Day                               | Next Business Day                    |
| Replacement Parts Delivery Target                  | Next Business Day                               | 12 hours                             |
| Onsite Replacement Parts Delivery and Installation | Field Replaceable Units (FRU) <sup>2</sup> only | ✓                                    |
| Onsite Spares Kits                                 | Optional at additional cost                     | Optional at additional cost          |

1. Hardware support is applicable only to Actifio-sold hardware components and does not apply to software-only solutions.

2. A list of the Field Replaceable Units can be found at <http://info.actifio.com/fru>.

3. Onsite Spares Kit includes spare parts for the most common hardware break/fix Issues. Customer should report all hardware Issues to Actifio Support. Actifio Support will provide remote assistance for the installation of spare replacement parts and will order a replacement for the customer. Onsite Spares Kits are purchased separately.

All Issue reports must be made by the **Customer Contacts** named in the Customer Portal (or by such other Customer Contacts as may be identified in writing to Actifio). Each Customer Contact must be knowledgeable about the Solution (including the **Software** and **Hardware**). Issue reports must describe the Issue and include sufficient information and data for Actifio to reproduce and trouble-shoot the Issue. Customer will provide such supporting information and data reasonably requested by Actifio in order to enable Actifio to determine the cause of an Issue.

Customer agrees to cooperate with and assist Actifio in its efforts to find causes and resolution of Issues that Customer reports. Customer also agrees to (i) enable the Actifio Remote Support feature which provides alerting for hardware, software, and backup failures and/or (ii) provide Actifio with VPN access to the Solution for the period required by Actifio to investigate, respond to, and resolve Issues. Actifio shall have no obligation to resolve Issues unless Customer provides all information and access requested by Actifio.

## Classification and Response

Actifio will investigate all Issue reports and, in the reasonable exercise of its discretion, classify each Issue by severity according to the following criteria:

| ISSUE SEVERITY LEVEL | DEFINITION  |
|----------------------|---|
| <b>SEV-1</b>         | <p>A substantial portion of the Customer's production- environment critical data is at risk.</p> <p>Customer's production-related business operations have been severely disrupted.</p> <p><b>Some examples of Sev-1 issues:</b><br/>           ...Actifio appliance is not available<br/>           ...Unable to access virtual copy data<br/>           ...Failing mount or restore<br/>           ...Hardware errors</p> |
| <b>SEV-2</b>         | <p>Significant loss of key Actifio software functionality.</p> <p><b>Some examples of Sev-2 issues:</b><br/>           ...Dedup pool is down<br/>           ...All snapshots for vCenter or ESX host are failing<br/>           ...All jobs not progressing</p>   |
| <b>SEV-3</b>         | <p>Minor loss of Actifio software functionality.</p> <p><b>An example of a Sev-3 issue:</b><br/>           ...Performance-related issues or questions.</p>  |
| <b>SEV-4</b>         | <p>Questions or feature/enhancement requests.</p>   |

## What's Not Covered

Actifio shall have no responsibility to provide Maintenance and Support for any Issues related to or resulting from: (i) the use or combination of the Solution with any software or hardware not provided by Actifio; (ii) causes external to the Solution, such as problems with any other hardware, software, network or other infrastructure with which the Solution is used; (iii) improper, unauthorized or negligent installation, configuration or use of the Solution (including, but not limited to, use of the Solution that is inconsistent with the sizing, use cases, design or architecture of the Solution purchased by Customer); (iv) normal wear and tear; (v) any Solution which has been altered or modified by anyone other than Actifio; (vi) use of any Software or Hardware which is unsupported by Actifio pursuant to the End-of-Life Policy described below; (vii) use of any hardware or software which is not listed on Actifio's Support Matrix located at [www.actifio.com/support\\_matrix](http://www.actifio.com/support_matrix) or (viii) any other cause not within Actifio's reasonable control.

## Customer's Breach

Actifio will have no obligation to provide Maintenance and Support to Customer in the event of a breach by Customer of any of its obligations under the End User Agreement ("EULA") or this Maintenance and Support Policy.

## New Releases

Actifio may, from time to time, prepare and make available to its customers new releases of the Solution. During the Support Term, Customer will be eligible to receive any new releases which Actifio in its sole discretion elects to make available without charge to its Maintenance and Support customers with respect to the Solution, provided that Customer has paid all fees and is not in breach of any of its obligations under the EULA or this Maintenance and Support Policy. Actifio may, from time to time, introduce software products which contain additional or different functionality, or introduce new features, for which Actifio charges a separate fee. Customer shall not be entitled to receive such software products or features without paying such separate fee.

## End-of-Support-Life Policy

The Actifio End-of-Support-Life ("EOSL") Policy covers the process and details regarding the end of support from Actifio for third-party systems and software, as well as Actifio software and hardware. Third-party hardware and software include hardware platforms, operating systems and application software protected by Actifio physical and virtual appliances. When a third-party hardware, operating system or application software/configuration reaches EOSL from the vendor, Actifio support for such configurations will be limited to commercially reasonable assistance. Actifio will not issue any more hotfixes or updates to support software and hardware systems that are end-of-support- lifed from their respective vendors.

Actifio supports Actifio-provided hardware until an EOSL notice is issued. Actifio supports Actifio-developed software on all service packs of the last two major revisions. Actifio will support major and minor revisions for a minimum of two years from their initial release date. (A major revision is designated by the first digit of the version number and a minor revision is designated by the second digit of the version number - e.g., 8.1.7 designates major revision 8 and minor revision 1.) Actifio will provide advance notice of EOSL for Actifio-provided hardware and software on ActifioNOW a minimum of six months prior to the EOSL date.

Actifio may issue hotfixes or recommend upgrades to later service packs on supported major revisions. As a best practice and for the best product experience, Actifio recommends upgrading to the latest generally-available service pack.

## Support Term

The initial term during which Actifio shall provide Maintenance and Support shall commence on the date the Solution is delivered (provided Customer has signed the EULA) and shall continue for the period specified in the Customer order.

Thereafter, such term shall automatically renew for additional one-year periods at the then-current Maintenance and Support fee, unless either party gives written notice to the other at least 60 days prior to the end of the initial term or the then-current renewal term, of its intention not to renew Support. The initial term and all such renewal terms are referred to collectively as the “Support Term.”

Should Customer allow Maintenance and Support coverage to lapse at any time, Customer will be required to (i) pay the back support from the date of lapse and/or pay a software upgrade/recertification fee and (ii) purchase a Support Plan covering the twelve-month period from the date of reinstatement.

## Other Services and Policy Updates

Unless otherwise specified in the EULA, if Actifio provides any services that are not covered by this Maintenance and Support Policy, then Customer shall pay Actifio for providing such services at Actifio’s then-prevailing rates.

Actifio may update this Maintenance and Support Policy from time to time and will notify customers of such updates. Customer’s renewal of Maintenance and Support will serve as its acceptance of the then-current Maintenance and Support Policy.

For more information on how Actifio can manage data simply, visit [www.actifio.com](http://www.actifio.com).



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