



## Customer Support Service Level Agreement

Clumio, Inc. (“**Clumio**”) aims to provide its Customers with best-in-class global technical support via highly trained Support Engineers. This Clumio Customer Support Service Level Agreement (“**Support Agreement**”) details the Support Levels available to Clumio’s software-as-a-service Customers, as identified in the applicable Order.

### 1. Support Levels Entitlements

Entitlements	Premium	Standard Plus
24x7x365 Follow-the-Sun Support for P1 Cases	Included	Not Included
Phone Support via +1 (855) 596-3391	Included	Included
Online Support and Email <ul style="list-style-type: none"> <li>• <a href="https://support.clumio.com">https://support.clumio.com</a></li> <li>• <a href="mailto:support@clumio.com">support@clumio.com</a></li> </ul>	Included	Included
Clumio Knowledge Base (KB) and Product Documentation Access	Included	Included
Number of Total Customer Contacts for Clumio Support	10	5

### 2. Support Service Level Response Times

Case Severity	Premium	Standard Plus
P1 (Urgent)	<u>Initial Response Target Time:</u> One (1) hour.  <i>Minimum Periodic Updates provided daily until case severity is downgraded or case is resolved.</i>	<u>Initial Response Target Time:</u> Two (2) business hours.  <i>Minimum Periodic Updates provided daily until case severity is downgraded or case is resolved.</i>
P2 (High)	<u>Initial Response Target Time:</u> Two (2) business hours.	<u>Initial Response Target Time:</u> Eight (8) business hours.
P3 (Medium)	<u>Initial Response Target Time:</u> One (1) business day.	<u>Initial Response Target Time:</u> Two (2) business days.
P4 (Low)	<u>Initial Response Target Time:</u> Two (2) business days.	<u>Initial Response Target Time:</u> Four (4) business days.

### 3. Clumio Support Hours

Clumio Service Region	Premium	Standard Plus
Canada <ul style="list-style-type: none"> <li>• Canada</li> </ul> US <ul style="list-style-type: none"> <li>• US West</li> <li>• US East</li> </ul>	P1: 24x7x365  P2-4: 6am–6pm PT Mon-Fri Excluding recognized US Holidays	P1-4: 6am-6pm PT Mon-Fri Excluding recognized US Holidays

#### 4. Support Case Severity Definitions

The Clumio Support Team categorizes case severity in the four levels described below.

Case Severity	Definition
P1 (Urgent)	A critical issue that renders the Clumio Service to be completely unavailable or makes the production use of the Clumio Service impossible, with no workaround or alternative available.
P2 (High)	An error that impairs key portions of the Clumio Service, resulting in the customer's inability to use the service without expending significant time or effort to circumvent the error.
P3 (Medium)	An error may cause partially impact the Clumio Service, but customers are still able access and use some functionality of the Service.
P4 (Low)	Non-critical feature or product request, request for documentation, general questions. No impact on the customer's access to and use of the Clumio Service.

#### 5. Support Exclusions

Clumio will have no liability for any failure to meet the Service Levels to the extent arising from: (i) use of the Service by Customer other than as authorized under the Agreement or Documentation; (ii) factors outside of Clumio's reasonable control, including any force majeure event, Customer's Internet access, or other problems beyond the demarcation point of the Service; (iii) any actions or inactions of Customer or any third party not under Clumio's direct control; (iv) that result from misuse, unauthorized modification, or Customer or third party equipment, software, services, or technology not within Clumio's direct control; (v) evaluation or proof-of-concept use of the Service; (vi) Clumio's preview features (e.g., pre-release or beta functionality not intended for production use); (vii) any unavailability, suspension or termination of any cloud service provider, or any other cloud service provider performance issues; or (viii) Clumio's suspension or termination of Customer's right to use the Service in accordance with the Agreement. Clumio will have no obligations to provide support for Clumio's preview features, third party software or services, or custom scripts or code not native to the Clumio Service.

#### 6. General Terms

This Support Agreement supplements the [Clumio Terms of Service](#) (or other written agreement covering the same subject matter executed by Clumio) for the applicable Clumio Service purchased by Customer. Capitalized terms not specifically defined in this Support Agreement will have the same meaning as in the Terms of Services. Clumio reserves the right to update this Support Agreement from time to time, as noted by the "Last Updated" date below.

**Last Updated: April 8, 2021**