

Ublion Cloud Support Policies

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This document describes GDI's support policies for Ublion running on the LEFT Connect Cloud Service. It provides a description of the available technical support levels and describes GDI's terms and conditions for support. Capitalized terms not defined herein have the meaning set forth in the agreement that applies to the Customer's use of the Service.

Definitions

- "Business Day" means Monday through Friday in Customer's local time zone.
- "Business Hours" means 9:00 a.m. to 5:00 p.m. on Business Days.
- "Customer Representative" means the individual employee of Customer that submits a Support Request via phone, email or through the Support Portal.
- "Documentation" means the published documentation describing the functionality of the LEFT Connect Cloud Service.
- "Issue" means a failure of the LEFT Connect Cloud Service to conform to the specifications set forth in the Documentation.
- "Support Request" means a support request or Issue submitted by Customer as described in this Support Services Policy.
- "Support Services" means the support services purchased by Customer and described in this Support Services Policy.

Support Services

- GDI offers 3 levels of Support Services plans for the cloud services: Developer, Business, and Premium (Enhanced SLA, 24/7 priority support, Multi-Zone Node Subscriptions only). This Support Services Policy applies to all levels of Support Services, except to the extent that variations are specifically described herein.
- Costs for the Developer and Business Support plans are included within the monthly price for the subscribed node; single-zone and/or multi-zone. See the "LEFT Connect Service Level Agreement" for uptime guarantees.
- Customer Support Channels: GDI shall provide the Support Services through its online support portal ("Support Portal"). Following submission of a Support Request, GDI will communicate with Customer using email, the Support Portal, or video conferencing. Any necessary telephone support discussions will be scheduled in advance at a time mutually agreed by the parties and for durations and at a frequency that is commercially reasonable for GDI. Support Services will be provided in English.
- Hours of Operation: Customer may access the Support Portal and submit Support Requests twenty-four (24) hours a day, seven (7) days per week.
- Support Request Prioritization & GDI Actions: Support Requests will be categorized by priority level in accordance with the following definitions and GDI will take the following actions:

Priority level	Definition	GDI Actions
P1	Priority One means that, due to an Issue, (i) the LEFT Connect Cloud Service production system is severely impacted or completely shut down, or (ii) the LEFT Connect Cloud Service production system operations or mission-critical applications are down.	GDI will: (i) assign specialists to work continuously to correct the Issue; (ii) provide ongoing communication on the status of an Update or Issue resolution; and (iii) simultaneously begin work to provide a temporary Workaround or fix.
P2	Priority Two means that, due to an Issue, (i) the LEFT Connect Cloud Service production system is functioning with limited capabilities, or (ii) the production system is unstable with periodic interruptions. An Issue relating to a non-production application may be classified as P2 provided that the Issue is related to an application in the final stages of development and is either blocking all other development efforts and/or putting the release milestone at risk, and missing such milestone would have a significant impact on Customer's business.	GDI will: (i) assign specialists to correct the Issue; (ii) provide regular communication on the status of an Update or Issue resolution; and (iii) simultaneously begin work to provide temporary Workaround or fix.
P3	Priority Three means (i) there are Issues with workaround solutions in fully operational production systems, (ii) there are Issues in non-critical functions, (iii) there is a time sensitive Issue affecting performance or deliverables, or (iv) a major subsystem under development cannot proceed due to an Issue.	GDI will assign specialists to be available during local Business Hours until the Issue is resolved or a Workaround is in place.
P4	Priority Four means (i) there is a need to clarify procedures or information in documentation, (ii) there is a request for a product enhancement or new feature, (iii) cosmetic or non-functional Issues; or (iv) issues in the documentation.	GDI will triage the request, provide clarification where possible, and may include a resolution in a future Maintenance Release.

During the support submission process, Customer may assign a priority level to a Support Request. GDI will review Customer's priority designation and respond in accordance with the applicable Target Initial Response Time. However, GDI may re-assign the priority level if it believes Customer's designation to be incorrect based on the definitions specified in this Support Policy. GDI will notify Customer of such a change in its response to the Support Request.

- Responses. A “Response” is an initial reply to the Support Request. The “Target First Response Times” shall be measured by the elapsed time between GDI’s receipt of a Support Request and the time when GDI begins to address it, by responding and initiating communication with Customer about the Support Request. The actual time required to fully resolve an Issue or Support Request, if such full resolution occurs, may be longer than the Target First Response Time. Customer understands and agrees that resolution of an Issue or Request is not guaranteed and may not occur.

Target First Response Times

Priority level	Developer	Business	Premium
P1	<8 business hours	<60 minutes	<30 minutes
P2	<8 business hours	<4 hours	<2 hours
P3	<8 business hours	<8 business hours	<8 business hours
P4	<2 business days	<2 business days	<2 business days

- Customer Responsibilities: GDI’s obligation to provide Support Services is conditioned upon Customer satisfying the following responsibilities with respect to each Issue: A) Customer making reasonable efforts to resolve the Issue before reporting the Issue to GDI, including having the Issue reviewed by the representative of the Customer that submits the Support Request; B) Customer providing GDI with sufficient information, including any reproducible test cases requested by GDI; C) (For P1 and P2 Requests only) Customer designating personnel resources to provide necessary diagnostic information until a fix or workaround is made available.

Exclusions

- Notwithstanding anything to the contrary in this Support Services policy or the Agreement, GDI is not obligated to continue work on a Support Request when GDI determines that: a. The reported issue has been caused by Customer’s negligence, hardware malfunction, network latency or causes beyond the reasonable control of GDI; b. The reported issue has been caused by third party software not managed by GDI as part of the LEFT Connect Cloud Service, unless the Documentation requires the software for proper use of the Cloud Service; c. The reported issue has been caused by Customer’s use of the Cloud Service other than in accordance with the configuration and operation guidelines described in the requirements and/or documentation (e.g., failure to use LEFT Connect-supported connections /Apps with acceptable configuration values); d. Customer has not paid the Cloud Service fees when due.

Customer Success Technical Architect

Premium Support Only. If you purchase Premium Support, then during the period for which you purchase such support, GDI shall assign a named customer success technical architect to your account. The Technical Architect has deep product expertise with deep awareness of your business needs to proactively guide your technical roadmap and facilitate other services across GDI, including product, Support Services, and professional services. The Technical Architect responsibilities do not encompass the more detailed implementation guidance provided through GDI Professional Services.

The Technical Architect responsibilities are driving you through the purchased LEFT Connect services - e.g. training, development, professional services and support

With the Technical Architect you can discuss topics related to:

- Project management
- Development of GDI Platform-related components
- Architecture and configuration choices
- Best practices for LEFT Connect monitoring, automation and integrations
- Upgrade and migration planning
- Speed on product releases
- Best solutions for your needs
- Production incidents
- Roadmap priorities

Changes to Support Services Policy

This Support Services Policy may be updated from time to time at GDI's sole discretion, provided that any such updates will not materially reduce the level of Support Services during the period for which Customer has purchased Support Services.