**TECHNICAL SUPPORT POLICY**

    1. Definitions

"**Business Hours**" means an hour during Monday through Friday other than a day designated from time to time as a national holiday in the place from which Support Services may be provided.

"**Local Time**" means 9AM – 6PM business hours in the time zone applicable for the location shown on the Order Form for the Ship-To entity.

    2. Severity Levels

Severity Level 1: A problem that severely impacts your use of the software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations and no procedural workaround exists.

Severity Level 2: A problem where the production environment is operational but functionality is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural workaround exists.

Severity Level 3: A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround. For development environments, where the situation is causing your project to no longer continue or migrate into production.

Severity Level 4: A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround. This is the default severity level until otherwise indicated by Solo in writing.

    3. Targeted Response Times

| Severity Level | Standard Support Policy | Enhanced Support Policy |
|---|---|---|
| 1* | 1 hour (24/7/365) | 15 minutes (24/7/365) |
| 2 | 4 Business Hours Local Time | 2 hours (24/7/365) |
| 3 | 8 Business Hours Local Time | 4 Business Hours Local Time |
| 4 | 24 Business Hours Local Time | 12 Business Hours Local Time |

*To report Severity Level 1 issues, Subscriber must contact Solo's Product Support Hotline at 1-601-476-5646.

    4. Support Tickets

To initiate a support matter, please log a ticket via our online ticketing system (Zendesk), email or phone as documented at https://www.solo.io/company/get-support/. Subscriber's access to, and use of, Zendesk are governed by the applicable terms and conditions located at https://www.zendesk.com/company/agreements-and-terms/master-subscription-agreement/ and their associated privacy policy found at https://www.zendesk.com/company/agreements-and-terms/privacy-notice/, as either may be updated by Zendesk from time to time.

    5. Slack

Subscriber may be provided the opportunity to use Slack to connect with support personnel. All use of Slack is subject to Solo's Code of Conduct found [here](). Slack is provided to enable collaboration between Solo and its Subscribers. All issues should be logged as support tickets and not initiated via Slack.

6. Support Restrictions

Subscriber agrees not to use the Support Services in connection with the development, deployment, enablement and/or maintenance of any non-Solo Technology that competes with Solo's Product offerings.

Solo will have no obligation to provide Support Services to Subscriber in the event that (i) the Subscriber has violated any use restrictions found in Subscriber's agreement with Solo; (ii) an issue is caused by the negligence, misconduct or misuse of the Product by Subscriber; or (iii) any issue that is caused by third party software (except Istio).

Please see Solo's online Documentation located at [https://docs.solo.io/](https://docs.solo.io/) for more information about which versions of Solo's Products are supported by these Support Services.