

## Apigee Support Services, Enterprise

**Overview:** The following describes enterprise support services (“Apigee Enterprise Support”) that are provided by Apigee for the Apigee Product(s) licensed and/or purchased by Customer pursuant to an executed agreement (“Agreement”) between Customer and Apigee or between Customer and an authorized Apigee partner, subject to Customer being current on the payment of fees for support and other fees under the Agreement (“Support”). Capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement.

**1. Apigee Enterprise Support** consists of Support services and updates, as defined below:

Feature	Apigee Enterprise Support
Scope of Support	Apigee product-specific break/fix questions
Product and Documentation Updates	Included
Severity 1 Issues - Standard Hours of Operation	24 x 7 x 365
Severity 2-4 issues - Standard Hours of Operation	Monday - Friday, 8 AM - 5 PM (in customers local time zone)
Method of Contact	support portal / web live chat
Root Cause Analysis for Severity 1 Incidents	Preliminary RCA in 24 hours, Final RCA in 3 business days

### **1.1 Scope of Support / Break-Fix Support.**

Apigee Enterprise Support is provided for issues that are reproducible in the currently supported release(s) of the Apigee Products. For on-premises Customers, the Apigee Products must be running unaltered, and on a certified hardware, database and operating system configuration as specified by Apigee’s Installation and configuration guides. Apigee will work to restore, resolve and/or provide a workaround for any such issue reported by Customer in accordance with this document.

### **1.2 Product, and Product Documentation, and Updates.**

Apigee shall provide to Customer access to updated revisions of the product documentation at <http://www.apigee.com/docs> (“Product Documentation”). For on-premises Customers, Apigee shall provide the Customer access to one electronic copy of generally released Updates for the Apigee Products which Customer is licensed for. Updates do not include products or options that Apigee licenses separately.

### **1.3 Hours of Operation.**

Severity 1 incidents will be worked around-the-clock (24x7x365) until service is restored or the issue is downgraded as mutually agreed to by Customer and Apigee support. Severity 2-4 issues will be actively worked Monday-Friday, 8am-5pm in Customer’s local time zone, exclusive of Apigee holidays (“Business Hours” or one “Business Day”), unless otherwise agreed to by Customer and Apigee.

Apigee holidays by support location:

North America (8)	Europe (8)	India (12)
New Year's Day – 1 day Memorial Day - 1 day Independence Day - 1 day Labor Day - 1 day Thanksgiving - 2 days Christmas Eve - 1 day Christmas Day – 1 day	New Year's Day - 1 day Good Friday - 1 day Easter Monday - 1 day Early May Bank Holiday - 1 day Spring Bank Holiday - 1 day Summer Bank Holiday - 1 day Christmas Day – 1 day Boxing Day – 1 day	New Year's Day - 1 day Sankranti - 1 day Ugadi - 1 day Good Friday - 1 day May Day - 1 day Eld al-Fitr - 1 day Independence Day - 1 day Ganesh Chaturthi - 1 day Mahatma Gandhi Birthday - 1 day Dussehra - 1 day Diwali - 1 day Christmas Day – 1 day

#### 1.4 Method to Contact.

Named Customer Contacts may initiate electronic Support requests via Apigee's support portal located at <http://apigee.com/about/support/portal> at any time (24x7x365). Also included in Vendor's support portal capability is the option for the Customer's Named Customer Contacts to initiate non-critical Support requests via Vendor's live chat feature during the hours of Sunday 6pm through Friday 6pm ( 24x5 in the pacific timezone and exclusive of any Vendor holidays) . When submitting a support request, your Named Customer Contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Apigee in diagnosing and triaging the problem.

#### 1.5 Root Cause Analysis.

Apigee will provide a Root Cause Analysis ("RCA") for Severity 1 incidents that originate from a service disruption attributable to Apigee. In most cases, the details in the Support ticket will serve as the RCA, but in situations where the Support ticket does not provide enough details, customers can request a more detailed RCA report. Beyond documented resolution in the associated Support ticket, Apigee will not provide RCA reports for Severity 2-4 tickets.

Turnaround goal for Preliminary RCA is 24 hours from restoration of service. Preliminary RCA will include (i) problem description; (ii) actions taken to restore service; (iii) leading theory on root cause.

Turnaround time for Final RCA is three (3) Business Days from restoration of service. Final RCA will include (i) problem description and root cause; (ii) actions take to restore service; (iii) timeline of service disruption; (iv) actions to prevent recurrence.

## 2. Support Case Severity Levels, Response and Resolution Goals.

In the delivery of Support, Apigee will apply the following severity levels with associated response goals. Upon submission of a Support ticket, Severity levels are determined during a mutual discussion between Customer and Apigee, based on the business impact of the issue. Apigee has Severity 1 service restoration goals for Cloud Services Customers only. Apigee has Severity 2-3 resolution goals for all cases, but does not commit to specific resolution times due to the various potential dependencies outside of Apigee's control. If Customer is unable to satisfy Customer responsibilities, Apigee's ability to achieve service level goals will be impacted.

## Support Case Severity Levels

Severity	Definition	Initial Live Response Goal	Service Restoration / Resolution Goal	Customer Responsibilities
Severity 1 - Critical	<p>Critical production issues severely impacting API traffic</p> <ul style="list-style-type: none"> <li>You have had a substantial loss of service.</li> <li>Your business operations have been severely disrupted</li> <li>No workaround is available.</li> </ul>	15 minutes, with regular updates provided until service is restored or issue is downgraded	Work issue 24x7 until service restored or workaround provided; For Cloud Services Customers, service restoration goal of 1 Hour	<ul style="list-style-type: none"> <li>Commit appropriate resources to be available (24x7) to provide additional info and support if needed.</li> <li>Immediately apply recommendations required to restore service.</li> <li>Identify escalation path and contacts required for any immediate communication or decision-making.</li> <li>Enable Apigee to use remote access if necessary.</li> </ul>
Severity 2 – Major	<p>An issue that has significant user impact but API traffic is unaffected.</p> <ul style="list-style-type: none"> <li>Operations can continue in a restricted fashion</li> <li>A project milestone is at risk.</li> <li>A temporary workaround is available.</li> </ul>	4 Business Hours	Work issue during customer business hours until resolved or workaround provided with resolution goal of 3 Business Days	<ul style="list-style-type: none"> <li>Commit appropriate resources to be available (24x5) to provide additional info and support if needed.</li> <li>Make reasonable efforts to apply solutions upon receipt.</li> </ul>
Severity 3 - Minor	<p>An issue that affects non-critical product functionality but production API traffic is unaffected.</p> <ul style="list-style-type: none"> <li>A workaround is available.</li> </ul>	1 Business Day	Work issue during customer business hours until resolved or workaround provided with resolution goal of 10 Business Days	<ul style="list-style-type: none"> <li>Monitor and respond as necessary</li> </ul>
Severity 4 – Enhancement	<p>An enhancement request that does not impact API traffic or affect product functionality.</p>	5 Business Days	N/A	<ul style="list-style-type: none"> <li>Monitor and respond as necessary</li> </ul>

### 3. Customer Cooperation.

Apigee’s obligation to provide Support is conditioned upon the following: (i) Customer making reasonable efforts to resolve the problem after communication with Apigee; (ii) Customer providing sufficient information to Apigee to diagnose and/or reproduce problem; (iii) Customer providing knowledgeable resources to correct the problem; (iv) For on-premises installations, Customer’s prompt installation of all recommended Updates and other maintenance releases, bug fixes and/or workarounds supplied by Apigee; (v) For reported product defects, if the issue is resolved in a newer product Update, on-premises Customers are required to install the

respective update. As related to Severity 1 incidents, Customer shall provide continuous access to appropriate Customer personnel during Apigee's response to the incident or Apigee shall be permitted to change the severity of the incident.

#### **4. Named Customer Contacts.**

Customer will identify up to four (4) contacts that are knowledgeable about Customer's operating environment and operation of the Apigee Products ("Named Customer Contacts"). These Named Customer Contacts will serve as primary Support contacts between Customer and Apigee. Named Customer Contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, migration and /or specialized product usage.

#### **5. Apigee Edge Release Process**

Apigee's release process is documented at:

<http://docs.apigee.com/release-notes/content/apigee-edge-release-process>

#### **6. Apigee Service Notifications**

Apigee will communicate Cloud Services updates or service disruptions via <https://status.apigee.com/>.

Customer can subscribe to these updates via email or SMS at <https://status.apigee.com/>.

#### **7. Support Issues Not Attributable to Apigee.**

Apigee shall have no obligation to provide Support to the extent any problem with the Apigee product is due to (i) an Apigee Products that has been altered, damaged or modified by Customer or Customer's agents without the consent of Apigee; (ii) Apigee Products where Support has been discontinued; (iii) Customer's negligence, hardware malfunction or other causes beyond the reasonable control of Apigee; (iv) Apigee Products installed in an operating environment not specified in the Documentation; or (v) a failure that cannot be reproduced in Apigee's environment or Customer's environment.