

## Support+

**Overview:** The Apigee Support+ services (“Support+”) described herein are provided by Apigee for the Apigee product(s) licensed and/or purchased by customer pursuant to the 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. Support+** consists of support services and updates, as defined below:

Support Service	Apigee Enterprise	Apigee Support+
Initial Response Goals	P1: 15 min P2: 4 hrs P3: 1 day	<b>P1: 10 min</b> <b>P2: 2 hrs</b> P3: 1 day
24x7 Online Case Submission via the Apigee Support Portal	✓	✓
24x5 Live Chat Support	✓	✓
24x7 Access to Apigee Community and Self-Service Resources	✓	✓
Phone Support (call backs)	✓	✓
Product and Documentation Updates	✓	✓
24x7 alerting and auto-escalation for Severity 1 Incidents	✓	✓
Root Cause Analysis for Severity 1 Incidents	✓	✓
Named Technical Success Partner (TSP)		✓
Support Case Routing to Named Support Team		✓
Apigee Service and Architecture Reviews		✓
# of Named Customer Contacts	4	Unlimited

### 1.1 Scope of Support.

Support+ is provided for issues that are reproducible in the currently supported release(s) of an Apigee product. For on-premises customers, Apigee product must be running unaltered, and on a certified hardware, database and operating system configuration as specified by Apigee’s Installation and Configuration Guide. 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 Documentation Updates.

Apigee Edge Cloud and Apigee Edge On-Premises release process is documented at:

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

Apigee shall provide to customer access to updated revisions of the documentation at <http://www.apigee.com/docs>. For On-Premises customers, Apigee shall provide 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 customers local time zone, Apigee holidays excluded (“Business Hours” or one “Business Day”), unless otherwise agreed to by customer and Apigee Support.

Apigee holidays by support location:

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

### 1.4 Support+ Technical Success Partner

Support+ Customers will be assigned a Named Technical Success Partner (“TSP”). The TSP will serve as the primary Support business relationship manager for the Support+ Customer and will be accountable for the delivery of Support+ Services. The TSP will also serve as the primary escalation point for Support+ Customers as needed.

### 1.5 Support+ Named Support Team

Support+ Customers will have named support team members within each Apigee Global Service Center (“Named Support Team”). These Named Support Team members will serve as the primary case owners for any Support cases generated by Customer.

### 1.6 Support+ Contact process.

Support+ Named Customer Contacts may initiate electronic Support requests (“Support Case”) via Apigee’s Support Portal located at <http://apigee.com/about/support/portal> or via Apigee’s Live Chat during customer’s Business Hours. Support Cases will be auto-assigned to a member of the Named Support Team at the time of submission. In the event that a Support Case requires immediate attention and a member of the Named

Support Team is unavailable, the case will be assigned to another Technical Support Engineer. When submitting a support request, your 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.

### 1.7 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 take 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 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+ Severity Levels and Goals

Severity	Definition	Initial Live Response Goal	Service Restoration / Resolution Goal	Customer Responsibilities
Severity 1 - Critical	<p>Critical 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>	10 minutes, with regular updates provided until service is restored or issue is downgraded	Work issue 24x7 until service restored or workaround provided; For Edge Cloud 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>	2 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>

## 2.1 Support Case alerting and auto-escalation

Cases created by Support+ customers will auto-alert the Technical Success Partner and Named Support Team. For severity 1 incidents, at time-based intervals and in the event that the incident extends beyond our service restoration goals, the case will be auto-escalated within Apigee’s Leadership team as follows:

1. Initial Notification of any P1 sent to all Support Center Engineers and Support Leadership
2. If service not restored after 15 minutes, Escalation Alert sent to Support Center Leader
3. If service not restored after 30 minutes, Escalation Alert sent to Global Support Leader
4. If service not restored after 1 hour, Escalation Alert sent to Engineering Leader

For P2-P4 support cases, the Technical Success Partner and Named Support team will be auto-alerted at the time the case is opened.

## 3. Service and Architecture Reviews

Service Reviews will be scheduled with Support+ customers to review historical performance against goals, open cases, upcoming events and any other business or Support+ service delivery related topics. Additionally, on quarterly basis, Architecture reviews will be conducted to review current deployment, design and best practices of Support+ customers Apigee infrastructure.

## 4. 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 Private Cloud 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, Private Cloud 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.

#### **5. Named Customer Contacts.**

Support+ customers are entitled to an unlimited number of contacts provided they are knowledgeable about Customer's operating environment and operation of the Apigee Products ("Named Customer Contacts"). These 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.

#### **6. Apigee Edge Release Process**

Apigee's release process is documented at:

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

#### **7. Apigee Service Notifications**

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

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

#### **8. 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 product that has been altered, damaged or modified by customer or customer's agents without the consent of Apigee; (ii) an Apigee product where support has been discontinued (iii) Customer's negligence, hardware malfunction or other causes beyond the reasonable control of Apigee; (iv) an Apigee product 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.