

Apigee Technical Support Services Guidelines v1.0

Last modified: August 19, 2019 | **Previous Versions:** None

The Apigee Technical Support Services Guidelines (the “Guidelines”) describe how Google will offer TSS to Customer for Apigee services (listed at <https://cloud.google.com/apigee/pricing/>; the “Services”). Capitalized terms used but not defined in these Guidelines have the meanings given to them in Customer’s agreement with Google for the Services and related technical support (the “Agreement”).

1. Obtaining Support

1.1 Setting Named Customer Contacts

Customer will identify Named Customer Contacts that are knowledgeable about Customer’s operating environment and the operation of the Services. These Named Customer Contacts will serve as primary Support contacts between Customer and Google. 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.

1.2 Customer Efforts to Fix Errors; Support Request Submission

Before making a Request to Google, Customer will use reasonable efforts to fix any error, bug, malfunction, or network connectivity defect without escalation to Google. Following such attempts, a Named Customer Contact may submit a Request through the Apigee Support Portal located at cloud.google.com/apigee/support.

1.3 Priority Designations

Customer designates P1 - P4 Priority on submission of Requests. Google will review Customer's Priority designation and may change designations that Google believes are incorrect. Google will inform Customer of such change in its response to the support Request. Google's designation is final and binding on Customer.

1.4 Procedures for Acknowledgement and Resolution of Requests

When making a Request, Customer will provide all requested diagnostic information and assist Google Support Personnel as may be required to resolve a Request.

1.5 Request Acknowledgement

Google may respond to a Request by acknowledging receipt of the Request. Customer acknowledges and understands that Google may be unable to provide answers to, or resolve all, Requests.

1.6 Feature Requests

If Google deems a Request to be a Feature Request, Google will log the Request for consideration to add to a future update or release of the Services and will consider the matter closed. Google has no obligation to respond to or resolve any Feature Request or to include any Feature Request in any future update or release.

1.7 Building Applications

Google has no obligation to write or build any Applications or write code to facilitate Applications.

1.8 Early Access, Alpha, and Beta

Although Google has no obligation to provide TSS for Early Access, Alpha or Beta versions, features, or functionality of the Services, Google will consider Requests at these development stages on a case-by-case basis.

2. Accessing Support

2.1 Named Contacts

Customer will provide first-level support to Customer End Users; Google will not provide support to Customer End Users. Google will provide second-level support to Customer only through Named Customer Contacts. If Customer wishes to change its Named Customer Contacts, it may do so using by following these [instructions](#).

2.2 Support Hours and Target Initial Response Times

Google will process Requests during the Hours of Operation, unless otherwise indicated in these Guidelines. Any Requests received outside the Hours of Operation will be logged and processed during the next Business Day. Target initial response times are based on support level entitlement, as described in Section 4 (Production Support) and 5.1 (Business Critical Support).

3. General Provisions

3.1 Maintenance and Service Notifications

To ensure optimal performance of the Services, Google performs periodic Maintenance. In most cases, Maintenance will have limited or no negative impact on

the availability and functionality of the Services. If Google expects planned Maintenance to negatively affect the availability or functionality of the Services, Google will use commercially reasonable efforts to provide at least 7 days' advance notice of the Maintenance. In addition, Google may perform emergency unscheduled Maintenance at any time. If Google expects emergency unscheduled Maintenance to negatively affect the availability or functionality of the Services, Google will use commercially reasonable efforts to provide advance notice of such Maintenance. Google may provide any notice to Customer under this Section: (a) by sending an email to the Notification Email Address, or (b) through the Admin Console or Service Status Page at <https://status.apigee.com/>. In this Section 3.1, "Notification Email Address" has the meaning given in the Agreement or, if no such meaning is given, means the email address(es) designated by Customer in the Admin Console, or in the Order Form or Ordering Document (as applicable), to receive certain notifications from Google.

3.2 Language Support Generally

Google will provide all support under these Guidelines in the English language.

3.3 Support Data Processing Activities

Google collects and processes Support Data for the purpose of providing TSS under these Guidelines and maintaining the Services.

4. Production Support

4.1 Offering

Production Support includes the following:

- (a) Automatic Services upgrades and Maintenance updates
- (b) Support for billing inquiries
- (c) Access to documentation, white papers, online best practices guides, and community forums.
- (d) Requests are accepted through the Apigee Support Portal for questions about Services functionality, best practices guidance on how to architect with the Services, and Services errors reports.
- (e) Google will respond to P1 Priority support Requests with a target initial response time of 1 hour 24 x 7.
- (f) Google will respond to P2 Requests with an initial target response time of 8 hours during the Hours of Operation.
- (g) Google will respond to P3 and P4 support Requests with an initial target response time of 24 hours during the Hours of Operation.

5. Enterprise Business-critical Support

5.1 Offering

Enterprise Business-critical Support includes all the items in Production Support plus the following:

- (a) Google will respond to P1 Requests with a target initial response time of fifteen minutes 24 x 7.
- (b) Google will respond to P2 Requests with a target initial response time of 4 hours during the Hours of Operation.
- (c) Google will respond to P3 and P4 Requests with an initial target response time of 24 hours during the Hours of Operation.

6. Professional Services

Depending on the type, scope, and duration of any professional services requested (e.g., implementation, configuration, data migration, or other forms of technical assistance), additional fees and terms may apply.

7. Definitions

7.1 24 x 7

24 x 7 means twenty-four hours a day, seven days a week.

7.2 Business Day

Business Day means any day during the Hours of Operation.

7.3 Business Hours

When setting up their Support access, Customers will need to choose their Preferred Time Zone for Support. There are four options:

- (a) Business Hours in APAC means 08:00 Sydney to 17:00 Bangalore on Monday to Friday.
- (b) Business Hours in EMEA means 08:00 Riyadh to 17:00 Reykjavik on Monday to Friday.
- (c) Business Hours in US East means 08:00 Sao Paulo to 17:00 Chicago on Monday to Friday.
- (d) Business Hours in US West means 08:00 Denver to 17:00 San Francisco on Monday to Friday.

7.4 Named Customer Contacts

Named Customer Contacts means individual Customer users who are designated by Customer as primary Support contacts and who are allowed to contact Google for technical support.

7.5 Enterprise Business Critical Support

Enterprise Business Critical Support means the technical support offering described in Section 5.

7.6 Feature Request

Feature Request means a Request to incorporate a new feature or enhance an existing feature of the Services that is currently not available as part of the existing Services.

7.7 Google Support Personnel

Google Support Personnel means the Google representatives responsible for handling Requests.

7.8 Hours of Operation

Hours of Operation means 08:00 on Monday to 17:00 on Friday, except for holidays, in local time for each region documented in Section 7.3.

7.9 Holidays

Apigee holidays by support location:

- (a) US East and US West (12 days):
 - New Year's Day – 1 day
 - Martin Luther King Day - 1 day
 - Presidents Day - 1 day
 - Memorial Day - 1 day
 - Independence Day - 2 days
 - Labor Day - 1 day
 - Thanksgiving - 2 days
 - Christmas Day – 2 days
 - New Year's Eve - 1 day
- (b) EMEA (8 days)
 - New Year's Day - 1 days
 - Good Friday - 1 day
 - Easter Monday - 1 day
 - May Day Bank Holiday - 1 day
 - Spring Bank Holiday - 1 day
 - Summer Bank Holiday - 1 day
 - Christmas Day – 1 day
 - Boxing Day – 1 day
- (c) Asia Pac (3 days)
 - New Year's Day - 1 day
 - Labour / May Day - 1 day
 - Christmas – 1 day

7.10 Maintenance

Maintenance means maintenance work that is performed on hardware or software delivering the Services.

7.11 P1

P1 means production API runtime traffic is severely impacted.

- You have had a substantial loss of service.
- Your business operations have been severely disrupted.
- No workaround is available.

7.12 P2

P2 means an issue that has significant user impact but production API runtime traffic is unaffected.

- Operations can continue in a restricted fashion.
- A project milestone is at risk.
- A temporary workaround is available.

7.13 P3

P3 means an issue that affects non-critical product functionality but production API runtime traffic is unaffected.

- A workaround is available.

7.14 P4

P4 means an enhancement request.

7.15 Priority

Priority means the level of impact a Request is having on Customer's operations and is used to establish initial target response times. Priority is established on a scale of P1 through P4.

7.16 Request

Request means a request from a Named Customer Contact to Google Support Personnel for technical support to resolve a question or problem report, or service regarding the Services.

7.17 Support Data

Support Data means account details and the information that Customer provides to Google for the purpose of obtaining TSS under these Guidelines, including requests for support and service, and the details provided to Google about the specific issue.

Previous Versions

- None