

Google Cloud Backup and DR Support Policy

These Technical Support Services terms (“TSS Guidelines”) describes the maintenance and support options that are available to customers and explains the terms and conditions under which Actifio provides support for Google Cloud Backup and DR (collectively, “Support”). For purposes of these terms, an “Issue” is defined as any failure of the Services to function substantially in accordance with the Documentation.

How to Get Help

Actifio supports all aspects of the Google Cloud Backup and DR by providing customers with a single point of contact.

Access Support for Google Cloud Backup and DR

Access our comprehensive support resources via ActifioNOW portal located at actifio.force.com. Support resources include:

Extensive Knowledge Base
Top Solutions

Tech Tips
Training Videos
Case Management

You can also reach support by e-mail:
backupdr-techsupport@google.com

Actifio TSS Guidelines

Actifio offers the following Support for Google Cloud Backup and DR which include the features listed below:

Features	Support
24x7x365 Global Technical Support	✓
Software Updates	✓
Online Support Portal	✓
Email Support	✓
Severity 1 Response Time	Within 1 Hour
Severity 2 Response Time	Within 4 Hours
Severity 3 and 4 Response Time	Next Business Day

All Issue reports must be made by the Customer Contacts named in the Customer ActifioNOW portal. Each Customer Contact must be knowledgeable about the Services. Issue reports must describe the Issue and include sufficient information and data for Actifio to reproduce and trouble-shoot the Issue. Customer will provide such supporting information and data reasonably requested by Actifio in order to enable Actifio to determine the cause of an Issue.

Customer agrees to cooperate with and assist Actifio in its efforts to find causes and resolution of Issues that Customer reports. Customer also agrees to provide Actifio with remote access to the Solution for the period required by Actifio to investigate, respond to, and resolve Issues. Actifio shall have no obligation to resolve Issues unless Customer provides all information and access requested by Actifio.

Actifio will investigate all Issue reports and, in the reasonable exercise of its discretion, classify each Issue by severity according to the following criteria:

ISSUE SEVERITY LEBVEL	DEFINITION
SEV-1	<p>A substantial portion of the Customer's production- environment critical data is at risk.</p> <p>Customer's production-related business operations have been severely disrupted.</p> <p>Some examples of Sev-1 issues:</p> <ul style="list-style-type: none"> ...Services is not available ...Unable to access virtual copy data ...Failing mount or restore
SEV-2	<p>Significant loss of key Services functionality.</p> <p>Some examples of Sev-2 issues:</p> <ul style="list-style-type: none"> ...OnVault is not operating ...All snapshots for hosts are failing ...All jobs not progressing
SEV-3	<p>Minor loss of Services functionality.</p> <p>An example of a Sev-3 issue:</p> <ul style="list-style-type: none"> ...Performance-related issues or questions.
SEV- 4	<p>Questions or feature/enhancement requests.</p>

What's Not Covered

Actifio shall have no responsibility to provide Support for any Issues related to or resulting from: (i) the use or combination of the Services with any software not provided by Actifio; (ii) causes external to the Services, such as problems with any other software, network or other infrastructure with which the Services is used; (iii) improper, unauthorized or negligent installation, configuration or use of the Services (including, but not limited to, use of the Services that is inconsistent with the sizing, use cases, design or architecture of the Services purchased by Customer); (iv) any Services which has been altered or modified by anyone other than Actifio; (v) use of any software which is not listed on Actifio's Support Matrix located at <https://cloud.google.com/backup-disaster-recovery/docs/reference/supportmatrix-backupdr> or (v) any other cause not within Actifio's reasonable control.

Customer's Breach

Actifio will have no obligation to provide Support to Customer in the event of a breach by Customer of any of its obligations under the Agreement under which Actifio has agreed to provide Google Cloud Backup and DR Services ("Agreement") or these TSS Guidelines.

New Releases

Actifio may, from time to time, prepare and make available to its customers new releases of the Services. During the Support Term, Customer will be eligible to receive any new releases which Actifio in its sole discretion elects to make available without charge to its Support customers with respect to the Services, provided that Customer has paid all fees and is not in breach of any of its obligations under the Agreement or these TSS Guidelines. Actifio may, from time to time, introduce other services or products which contain additional or different functionality, or introduce new features, for which Actifio charges a separate fee. Customer shall not be entitled to receive such services or products or features without paying such separate fee.

End-of-Support-Life Policy

The Actifio End-of-Support-Life ("EOSL") Policy covers the process and details regarding the end of support from Actifio for third-party systems and software, as well as Services, third-party software operating systems and application software protected by Services. When a third-party operating system or application software/configuration reaches EOSL from the vendor, Actifio support for such configurations will be limited to commercially reasonable assistance. Actifio will not issue any more hotfixes or updates to support software that are end-of-support-lifed from their respective vendors.

Actifio supports the latest two service pack versions. Actifio will support major and minor revisions for a minimum of two years from their initial release date. (A major revision is designated by the first digit of the version number and a minor revision is designated by the second digit of the version number - e.g., 10.0.4 designates major revision 10, minor revision 0, and service pack is 4.) Actifio will provide advance notice of EOSL for Services and Actifio-provided software on ActifioNOW a minimum of six months prior to the EOSL date.

Actifio may issue hotfixes or recommend upgrades to later service packs on supported revisions. As a best practice and for the best product experience, Actifio recommends upgrading to the latest generally-available software version.

Support Term

The initial term during which Actifio shall provide Support shall commence on the date the Services are made available to Customer and shall continue for the period specified in the Customer order.

Other Services and Policy Updates

Unless otherwise specified in the Agreement, if Actifio provides any services that are not covered by these TSS Guidelines, then upon mutual agreement, Customer shall pay Actifio for providing such services at Actifio's then-prevailing rates.

Actifio may update these TSS Guidelines from time to time and will notify customers of such updates.