ZEVENET

GROW WITHOUT LIMITS

Intermediate Professional Support Agreement

2018

www.zevenet.com

Table of Contents

1. Service Level Agreement

1.1. Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between the CUSTOMER who has acquired the Standard Support and **ZEVENET SL**, identified by the DISTRIBUTOR in the present contract, in order to provide support services to the CUSTOMER by the DISTRIBUTOR, thereby ensuring a timely and efficient support service for ZEVENET products.

This agreement is contingent upon each party and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2. Objectives of Service Level Agreements

- To create an environment which is conducive to a cooperative relationship between CUSTOMER and DISTRIBUTOR to ensure the effective support for ZEVENET SL.
- To document the responsibilities of all parties taking part in the agreement.
- To ensure that CUSTOMER achieves the provision of a high quality of service for with the full support of DISTRIBUTOR.
- To define the commencement of the agreement, its initial term and the provision for reviews.
- To define in detail the service to be delivered by DISTRIBUTOR and the level of service which can be expected by CUSTOMER, thereby reducing the risk of misunderstandings.
- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data.
- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels.
- To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above.

1.3. Period of Agreement

This agreement will begin on the date specified in the official Purchase Order or Invoice between CUSTOMER and DISTRIBUTOR, and will be continued as set forth in the Purchase Order or Invoice.

1.4. Review Procedure

This agreement will be reviewed every year, or at a mutually agreed date, by CUSTOMER and DISTRIBUTOR. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both parties.

1.5. Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both CUSTOMER and DISTRIBUTOR. In the event of discrepancy between actual and targeted service levels both CUSTOMER and DISTRIBUTOR are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by CUSTOMER. Reports will be produced as and when required and forwarded to the DISTRIBUTOR contact.

Service level monitoring and reporting is performed on response time for faults, as specified in the following sections of this agreement.

1.6. Complaints

All complaints relating to the operation of the help service, including:

- expected level of support,
- actual support offered and delivered,
- personnel responsible for providing or administering support,
- any other issue relating to this document or the relationship between CUSTOMER and DISTRIBUTOR,

received by either party will be forwarded in writing and distributed concurrently to the signatories of the given Invoice or Purchase Order. The intent is to ensure thorough, timely and open resolution of all such problems.

2. Customer Responsibilities

2.1. Functional Overview

To provide a service for the registration, referral and resolution of all the support services related faults and queries (supported products only) encountered by system administrators throughout the DISTRIBUTOR, the following specific responsibilities have to be supplied:

- Provision of a system administrator contact, Help Desk or similar facility.
- Extracting information from the symptoms and detailed data about questions or problems reported.
- Provide the system architecture details referring to the load balancing services and the number of nodes installed at production and development environments.
- Timely referral of faults to DISTRIBUTOR as per method detailed.

2.2. Response Times

The faults will be classified according to the perceived importance of the reported situation. The CUSTOMER maintenance and support service could use the following table to help to identify the case priority:

Support Level	Business Critical		Non-Business Critical		Request for service
	Fatal	Impaired	Fatal	Impaired	
High	A	A	B	B	C
Medium	A	B	B	C	C
Low	B	B	C	C	C

The service level definitions are:

Fatal	Total system interoperability
Impaired	Partial system interoperability
Business critical	Unable to perform core business functions
Non-business critical	Able to perform limited core business functions

2.3. Priority Level Response Times

The response times from the service desk or system administrators have to be adjusted according to the priority level assigned for the case or request, via the resources offered by the DISTRIBUTOR.

3. Distributor Responsibilities

3.1. Functional Overview

The DISTRIBUTOR is a provider of computing services based in open source software and support to the CUSTOMER.

The responsibilities supplied by the DISTRIBUTOR are:

- Provide a service for the registration and communication of cases.
- Provide a service support and resolution engagement for the products involved according to the established service level and personalized system architecture.
- Timely response and resolution of faults to the CUSTOMER.
- Fault resolution monitoring and production and distribution of Service Level Monitoring reports and when required.
- Protect the sensible data of CUSTOMER and keep it secure according to the current laws.

3.2. Hours of Operation

A DISTRIBUTOR representative will be available to provide support functions through the sources supplied between the hours of 8 a.m. and 5 p.m. (GMT+1) Monday to Friday, local holidays will be supplied with minimum services.

3.3. Response Times

The DISTRIBUTOR will accept the priority assigned to a fault by CUSTOMER following the priority table and the associated response times:

Priority level	Max response time
A	6 hours
B	8 hours
C	Next Business day

3.4. Service Level Targets

The DISTRIBUTOR will respond within the time specified by the priority allocation. CUSTOMER will issue reports as and when required to the DISTRIBUTOR unit manager for the purpose of gauging DISTRIBUTOR performance.

4. Supported Products/Applications/Systems

4.1. Supported Devices

The DISTRIBUTOR supplies the professional support for all Zevenet formats, physical, virtual or special approved devices published into the official website https://www.zevenet.com.

4.2. Intermediate Professional Support Benefits

The Intermediate Professional Support Service benefits are described in the table below.

Zevenet Support Levels & Enterprise Benefits	Intermediate Support
Main Support Levels	
System/Server Included * Physical, virtual and homologated device is supported.	✔
Incidents/Cases Included *We help you solving doubts and problems. Bugs will not be registered as cases.	Unlimited
Dedicated Engineer * We ensure a dedicated engineer to solve your cases and doubts.	✔
Max Response Time * The response time will be flexible according with the incident priority, but at the worst case will never reach this time.	8 working hours
Support Coverage * Engineers availability hours.	8x5
Number of load balancers supported * This is the number of load balancers supported if applies.	Maximum 4 cluster
Product Upgrades * It will be needed a fee per node to upgrade the product version.	✖
Supported Software	

INTERMEDIATE PROFESSIONAL SUPPORT AGREEMENT | 2018

Zevenet Community Edition * Release candidate and stable versions are included.	✔
Zevenet Enterprise Edition * Release candidate and stable versions are included.	✔
Resources	
Software Updates * Software package updates will be provided.	✔
Development Proposals Prioritisation * The development requests from customers will be prioritized and will be accepted if fits with the development line of the project.	✔
Private Package Repository * A private package repository will be available to access to specific needs.	✔
Instant Hotfixes * Will be provided instant hotfixes without waiting a new release.	✔
Contact Sources	
Mailing List * Through the official mailing list.	✔
Bug Tracker * Through the official bug tracker.	✔
Security and maintenance advisories * Will be provided news, tips, security and maintenance advices through email.	✔
Remote assistance * This is a non available resource.	✖ Only for urgent issues
Customer Portal * Web access to the customer portal with documentation, updates, ticketing system, etc.	✔
Private Chat * This is an optional resource and will be only used for specific cases.	✖ Only for urgent issues

4.3. Supported Software

The supported software by the DISTRIBUTOR includes the Zevenet products, a complete limitless load balancing solution based in an open source appliance, versions v1, v2, v3, v4, v5 and the new upcoming releases.

Release candidate versions are included and periodic upgrades are fully supplied and supported.

The support service include the development proposals prioritization to be adaptable with the customers requirements and will be accepted if fits with the development line of the open source project. The development proposals will not be considered as cases.

The DISTRIBUTOR will be able to provide to CUSTOMER instant hotfixes to resolve software faults and special cases, that will be fully supported. Private software repository will be supplied for specific CUSTOMER needs.

4.4. Support Control

The support services supplied by DISTRIBUTOR to CUSTOMER are considered cases. A case could be a requirement, problem, request, doubt or assistance about the supported products.

With this support option the CUSTOMER could use all cases they need, as it are unlimited. If the number of nodes exceeds, another **Intermediate Support** pack should be acquired or upgrade the support pack.

4.5. Communication Resources

All the petitions will be reported to the DISTRIBUTOR through the official Customer Portal (https://central.zevenet.com), where CUSTOMER, represented by the main contact person or another authorized person, will have access along the professional service agreement lifetime.

As assigned by the fault matrix, the response times indicate the initial response via email that will mean the initialization of the request resolution. For special cases, another form of

communication could be used like private chat or telephone offered by the DISTRIBUTOR for urgent issues.

CUSTOMER would be notified of personalized support and up-to-date maintenance and news by email.