

SUPPORT POLICY FOR ARLAS CLOUD SERVICES

This Support Policy for ARLAS Cloud Services is part of an Agreement for ARLAS Cloud Service ("Agreement") between Gisaia and Customer. ARLAS Cloud Services support is included in the subscription fees for ARLAS Cloud Services stated in the Order Form unless alternative support terms are specified.

1. Support Services

1.1. Customer Support Channels

Gisaia shall provide the Support Services through its online support portal ("Support Portal").

Issues are submitted via an email to support@gisaia.com.

Following submission of an Issue, Gisaia will communicate with Customer using email, the Support Portal, or video conferencing.

Any necessary telephone support discussions will be scheduled in advance at a time mutually agreed by the parties and for durations and at a frequency that is commercially reasonable for Gisaia. Support Services will be provided in English or in French.

1.2. Hours of Operation

Customer may access the Support Portal and submit support requests at any moment.

Gisaia operates support during business hours, Monday to Friday 9 am to 5 pm (Central European Standard Time, (GMT+1) excluding local holidays.

1.3. Issue Prioritization & Gisaia Actions

Issues will be categorized by priority level in accordance with the following definitions and Gisaia will take the following actions:

Issue Priority Definitions & Gisaia Actions

Priority Level	Definition	Gisaia Actions
P1	A Priority One Issue means the (a) Cloud Service is severely impacted or completely shut down, or (b) Cloud Service operations or mission-critical applications are down.	Gisaia will: (a) assign specialists to correct the Issue; (b) providing ongoing communication on the status of the Update or Issue resolution; and (c) simultaneously begin work to provide a temporary workaround or fix.

P2	A Priority Two Issue means (a) the Cloud Service is functioning with limited capabilities, or (b) the Cloud Service is unstable with periodic interruptions, (c) there is an Issue in an application in development that is in final testing, facing a critical time frame of going into production use or (d), due to an Issue, development efforts cannot proceed for an application in development.	Gisaia will: (a) assign specialists to correct the Issue; (b) providing ongoing communication on the status of the Update or Issue resolution; and (c) simultaneously begin work to provide a temporary Workaround or Fix.
P3	A Priority Three Issue means there (a) are Issues with workaround solutions in fully operational Cloud Services, (b) there are Issues in non-critical functions, (c) there is a time sensitive Issue affecting performance or deliverables, or (d) a major subsystem under development cannot proceed due to an Issue.	Gisaia will use resources during local Business Hours until the Issue is resolved or a Workaround is in place.
P4	A Priority Four Issue means there (a) is a need to clarify procedures or information in documentation, (b) there is a request for a product enhancement or new feature, (c) cosmetic or non-functional Issues; or (d) Issues in Documentation.	Gisaia will triage the request, provide clarification when possible, and may include a resolution in a future Update.

During the submission process, Customer may assign a priority level to an Issue. Gisaia will review Customer's priority designation and respond in accordance with the applicable Target Initial Response Time agreed upon SLAs. However, Gisaia may re-assign the priority level in its sole discretion if it believes Customer's designation to be incorrect based on the definitions specified in this Support Policy. Gisaia will notify Customer of such a change in its response to the support request.

1.4. Responses

A "Response" is an initial reply to the reported Issue. The "Target Initial Response Times" shall be measured by the elapsed time between Gisaia's receipt of a reported Issue and the time when Gisaia begins to address such Issue, by responding and initiating communication with Customer about the Issue. The actual time required to fully resolve the Issue, if such full resolution occurs, may be longer than the Target Initial Response Time. Customer understands and agrees that resolution of an Issue is not guaranteed and may not occur.

Support is operated during business hours, Monday to Friday 9 am to 5 pm (Central European Standard Time, (GMT+1) or Central European Summer Time (CEST, UTC+02:00) for the summer excluding local holidays.

Target Initial Response Times	
Issue Priority Level	Initial Response
P1	Within 4 Business Hours
P2	Within 4 Business Hours
P3	Within 8 Business Hours
P4	Within 2 Business Days

1.5. Customer Responsibilities

Customer will provide contact details (in particular, e-mail address and telephone number) through which the Customer Contact or the authorized representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts through the ARLAS Support Portal at <https://gisaiasupport.zendesk.com> or the respective contact channel mentioned in section “[Customer Support Channels](#)” above.

Gisaia’s obligation to provide Support Services is conditioned upon Customer satisfying the following responsibilities with respect to each Issue:

- A. Customer making reasonable efforts to resolve the Issue before reporting the Issue to Gisaia, including having the Issue reviewed by the representative of the Customer that submits the Issue;
- B. Customer has provided Gisaia with sufficient information, including any reproducible test cases requested by Gisaia;
- C. (For P1 and P2 Issues only) Customer has designated personnel resources to provide necessary diagnostic information until a fix or workaround is made available.

2. Exclusions

Notwithstanding anything to the contrary in this Support Services policy or the Agreement, Gisaia is not obligated to address an Issue when:

- A. The Issue is caused by Customer’s negligence, hardware malfunction, network latency or causes beyond the reasonable control of Gisaia,
- B. The Issue is caused by Customer’s use of the Cloud Service with web browsers other than the supported versions specified in https://docs.arlas.io/BROWSER_COMPATIBILITY.
- C. Customer has not paid the Cloud Service fees when due.

3. Definitions

- “Business Day” means Monday through Friday in Gisaia’s local time zone, (Central European Standard Time, (GMT+1) or Central European Summer Time (CEST, UTC+02:00) for the summer
- “Business Hours” means 9:00 a.m. to 5:00 p.m. on Business Days.
- “Customer Representative” means the individual employee of Customer that submits an Issue via email.

- “Documentation” means the published documentation describing the functionality of the Cloud Service
- “Issue” means a failure of the ARLAS Cloud Services.
- “Support Services” means the support services purchased by Customer and described in this Support Services Policy.

5. Changes to Support Services

This Support Services Policy may be updated from time to time at Gisaia’s sole discretion, provided that any such updates will not materially reduce the level of Support Services during the period for which Customer has purchased Support Services.