



## Service Levels Guide

### 1. Severity Level Definitions

“Severity 1” is an emergency production situation where the Product is totally inoperable or fails catastrophically and there is no workaround;

“Severity 2” is a detrimental situation (and there is no workaround) where (a) performance degrades substantially under reasonable loads causing a severe impact on use, (b) the Product is usable but materially incomplete; or (c) one or more mainline functions or commands is inoperable;

“Severity 3” is where the Product is usable, but does not provide a function in the most convenient manner; and the Customer suffers little or no significant impact.

“Severity 4” is a minor problem or documentation error, which is reasonably correctable by a Documentation change or by a future Maintenance release.

### 2. Maintenance Terms

The Maintenance terms are located at <https://www.cloud.com/content/dam/cloud/documents/legal/maintenance-terms.pdf>

### 3. TIBCO® Maintenance Service Levels

#### 3.1 Maintenance Service Levels

Except if otherwise listed in an Order, the following service levels apply to the following TIBCO branded Products: TIBCO® Platform, TIBCO® Platform Add-on for Business Process Management, TIBCO® Platform Add-on for Event Processing, TIBCO ActiveMatrix BusinessWorks™ Plug-in for SWIFT, TIBCO® Enterprise Fulfillment Orchestration Suite, TIBCO® Enterprise MDM, TIBCO® iProcess Suite

| MAINTENANCE LEVEL                     | TIBCO Professional (includes Updates)  | TIBCO Enterprise (includes Updates)  |
|---------------------------------------|--|--|
| <b>Service Hours**:</b>               | 24 Hours/Day, 7 Days/Week  | 24 Hours/Day, 7 Days/Week  |
| <b>Initial Response:</b>              | Severity 1: 4 business Hours<br>Severity 2: 4 Business Hours                 | Severity 1: 1 hour<br>Severity 2: 2 hours<br>Severity 3: 1 business day      |
| <b>Target Resolution:</b>             | Severity 1: 48 Hours<br>Severity 2: 5 Days<br>Severity 3: Next Major Release | Severity 1: 36 Hours<br>Severity 2: 3 Days<br>Severity 3: Next Major Release |
| <b>Frequency of Status* updates</b>   | Sev 1 - ongoing<br>Sev 2 - each business day, or as agreed to with customer  | Sev 1 - ongoing<br>Sev 2 - each business day, or as agreed to with customer  |
| <b>Support Contact</b>                | No   | No   |
| <b>Number of Cases</b>                | Unlimited  | Unlimited  |
| <b>Number of Authorized Contacts:</b> | Unlimited  | Unlimited  |

\*TIBCO Support will use reasonable efforts to keep the Customer updated at the frequency described above, while the issue is pending investigation by TIBCO. This frequency objective stated will not apply when TIBCO is waiting for information from the Customer. The frequency of follow-ups may be adjusted by mutual agreement between the Customer and TIBCO Support.

The following is a list of features included in the TIBCO Enterprise Maintenance level:

- Priority queuing
- Priority Escalation Processing
- SME-Led Sessions / Office Hours
- Case Resolution Analysis for Sev-1 Issues

\*\* Services hours exclude holidays published on the TIBCO Support Portal ([https://support.tibco.com/support-home/aboutsupport/support\\_holidayshttps://support.tibco.com/s/static-content?id=a7s1a000008OOGAA2](https://support.tibco.com/support-home/aboutsupport/support_holidayshttps://support.tibco.com/s/static-content?id=a7s1a000008OOGAA2) )

For availability of the Cloud Service components in TIBCO Platform, see section 4.2 below.

### 3.2 TIBCO Product Maintenance Service Levels - All other TIBCO branded Products are subject to the following service levels:

| <b>MAINTENANCE LEVEL</b>    | <b>Updates Only</b> | <b>Bronze (includes Updates)</b>   | <b>Silver (includes Updates)</b>   | <b>Gold (includes Updates)</b>   |
|-----------------------------|---------------------|--|--|--|
| <b>Service Hours**:</b>     | N/A                 | 9am-5pm, Monday-Friday<br>Service hours are based on PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST time zones. Based on the time zone you are assigned, services hours exclude holidays in the U.S.,, and India. | 24 Hours/Day, 7 Days/Week  | 24 Hours/Day, 7 Days/Week  |
| <b>Initial Response:</b>    | N/A                 | Severity 1 & 2: 4 Business Hours   | Severity 1 & 2: 4 Hours  | Severity 1: 1 Hour<br>Severity 2: 2 Hours                                    |
| <b>Target Resolution:</b>   | N/A                 | Severity 1: 48 Hours<br>Severity 2: 5 Days<br>Severity 3: Next Major Release   | Severity 1: 48 Hours<br>Severity 2: 5 Days<br>Severity 3: Next Major Release | Severity 1: 36 Hours<br>Severity 2: 3 Days<br>Severity 3: Next Major Release |
| <b>Authorized Contacts:</b> | N/A                 | Unlimited  | Unlimited  | Unlimited  |

\*\* Services hours exclude holidays published on the TIBCO Support Portal ([https://support.tibco.com/support-home/aboutsupport/support\\_holidays](https://support.tibco.com/support-home/aboutsupport/support_holidays) )

4. TIBCO Cloud Service (applies to TIBCO, Spotfire, and ibi branded Cloud Services) (for TIBCO Cloud Passport see Section 9)

4.1 Maintenance levels

| SUPPORT LEVEL                              | Standard Support   |                                  |                          | Premium Support  |
|--|--|----------------------------------|--------------------------|--|
| <b>Service Hours:</b>                      | Mon-Fri 9am-5pm support in one (1) time zone per customer. Customer's time zone is based upon Customer's primary business location and is assigned by TIBCO.<br>Available time zones: PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST. Based upon the time zone Customer is assigned, service hours exclude holidays in the U.S., California, U.K., A.P.A.C and Japan. |                                  |                          | Mon-Fri 9am-5pm support in customer time zone (24 x 7 for severity 1 and 2). Customer's time zone is based upon Customer's primary business location and is assigned by TIBCO.<br>Available time zones: PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST. Based upon the time zone Customer is assigned, service hours exclude holidays in the U.S., California, U.K., A.P.A.C and Japan. |
| <b>Initial Response</b>                    | Severity 1 & 2: 4 Business Hours   |                                  |                          | Severity 1 & 2: 4 Hours  |
| <b>Support Channel</b>                     | Web, Chat (located at <a href="http://support.tibco.com">http://support.tibco.com</a> )  |                                  |                          | Web, Chat (located at <a href="http://support.tibco.com">http://support.tibco.com</a> )  |
| <b>Number of Service Requests per year</b> | 10   | TIBCO EBX® Cloud Enterprise : 20 | TIBCO Scribe® Online: 25 | Unlimited  |
| <b>Number of Contacts:</b>                 | Unlimited  | TIBCO Scribe® Online: Unlimited  |                          | Unlimited  |

- Online User Guide, reference materials, tutorials, and webinars available for standard and premium support levels.
- Unlimited SRs for TIBCO Spotfire® Cloud Enterprise user regardless of support level.
- Customer must purchase the same service level of TIBCO Cloud Service for all TIBCO Services subject to the TIBCO Cloud Service terms
- Premium Support: Customer to provide Company with a dedicated point of contact that will be available until issue is resolved.
- Company will notify Customers for either Planned or Emergency Downtime for TIBCO Cloud using the TIBCO Cloud status page ([status.cloud.tibco.com](http://status.cloud.tibco.com)).
- Data traffic:
  - The data traffic from and to the TIBCO Cloud Service is governed by a "fair usage policy". Company retains the right to retroactively bill Customer for violation of the fair usage of the Service. Fair usage of the TIBCO Cloud Service is defined as not exceeding more than 3 (three) times the average amount of data of all customers combined.
- Customer Load Tests:
  - If Customer requires a load test using the TIBCO Cloud Service's based system, Customer must contact TIBCO Support via the means identified above (see paragraph 1(d)) at least 10 business days in advance of such load test. Company may reject the scheduling of the load test based on the details of the test, as well as availability of resources.
  - Company , at its discretion, may require Customer to perform load tests in non-production infrastructure and will inform Customer of required service changes which must be made in Customer's system, if any.
  - Load tests that exceed the fair usage policies of traffic volumes may require a formal professional services engagement and one time usage fees.
- On a quarterly basis throughout the Subscription Term, Company will review Customer's average number of Application/Solution Instances running over the previous quarterly period. If Customer exceeds their maximum number of Application/Solution Instances in any given quarter, Company will provide a notice to the Customer. If upon a subsequent review the Customer is still exceeding their number of Application/Solution Instances, Company will invoice, and Customer shall pay the fees for the additional Number of Units required to cover the excess number of Application/Solution Instances during the previous quarterly period. The Application/Solution Instances will be counted on a daily basis in order to determine the quarterly average.

- If the Subscription includes Parent/Child Organizations; the Subscription is assigned at the Parent level and all Application Instances (at Parent and each Child of such a Parent included) are counted towards the total usage.

## 4.2 Cloud Service Availability

### General Availability

The Cloud Service will be generally available 99.9% of the time during a quarter, except as otherwise provided below.

Service Availability is defined as  $(1 - (\text{minutes of service downtime} / \text{total minutes in a quarter})) * 100$   
 Minutes of service downtime **include** any downtime resulting from any planned downtime for which the Company gives at least 7 days of notice.

Minutes of service downtime **exclude** any downtime resulting from any unavailability of the Cloud Service caused by circumstances beyond Company's reasonable control, including without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems, internet service or third party hosting provider failures or delays.

### Planned Downtime Schedule

Company will use commercially reasonable efforts to schedule all planned downtime during the hours from 6:00 p.m. to 3:00 a.m. U.S. Pacific Time on weekends only (or equivalent local time for location where the Cloud Service is hosted). ). Planned downtime occurs on weekends when scheduled.

In the event that downtime is necessary outside of the normally scheduled times, Company shall notify the Customer as soon as is practicable. Company shall use reasonable means to avoid such unscheduled downtime.

### Planned Downtime Schedule for TIBCO Cloud API Management

Company will use commercially reasonable efforts to schedule all planned downtime during the hours from 6:00 p.m. to 3:00 a.m. U.S. Pacific Time on Tuesdays only (or equivalent local time for location where the Cloud Service is hosted). ). Planned downtime typically occurs weekly on Tuesday

### Emergency Downtime

Emergency downtime occurs outside of the Planned Downtime Schedule. Company will use commercially reasonable efforts to give no less than 1 hours' notice prior to initiating Emergency Downtime. Security updates will be made as soon as commercially possible.

## 5. Spotfire® Maintenance Service Level

Except as otherwise listed in an Order, the following Maintenance Service level applies to the following Spotfire® Platform Products: Spotfire® Analytics, Spotfire® Industry Pro (formerly known as Spotfire® Data Science), Spotfire® Enterprise, Spotfire® Enterprise Data Streams, and Spotfire® Enterprise Advanced Data Services.

| SPOTFIRE PLATFORM MAINTENANCE | Includes Updates   |
|-------------------------------|--|
| <b>Service Hours:</b>         | Severity 1 & 2: 24x7<br>Severity 3+ : business hours (9am – 5pm Monday to Friday in customer's time zone, excluding holidays in the U.S., Sweden, and India) |
| <b>Initial Response:</b>      | Severity 1: Within 1 hour<br>Severity 2: Within 2 hours  |

|  |  |
|--|--|
| <b>Minimal update frequency:</b>           | Severity 1: 8 Hours<br>Severity 2: 24 business hours |
| <b>Community and access Knowledge base</b> | Yes  |
| <b>Number of Contacts:</b>                 | Unlimited  |
| <b>Contact Options</b>                     | Online & Chat  |

The following Maintenance Service levels apply to Spotfire Products not listed above.

| MAINTENANCE LEVEL            | Bronze (includes Updates)   | Silver (includes Updates)  | Gold (includes Updates)  |
|------------------------------|---|--|--|
| <b>Service Hours:</b>        | 9am-5pm, Monday-Friday<br>Service Hours are based on CET, UTT/GMT, GMT+5:30, GMT+8:00, GMT+9:00, and EST time zones. Based on the time zone you are assigned, service hours exclude holidays in the U.S., Sweden and Japan. | 24 Hours/Day, 7 Days/Week  | 24 Hours/Day, 7 Days/Week  |
| <b>Initial Response:</b>     | Severity 1 & 2: 4 Business Hours  | Severity 1 & 2: 4 hours  | Severity 1: 1 Hour<br>Severity 2: 2 Hours<br>priority queuing                |
| <b>Target Resolution:</b>    | Severity 1: 48 Hours<br>Severity 2: 5 Days<br>Severity 3: Next Major Release  | Severity 1: 48 Hours<br>Severity 2: 5 Days<br>Severity 3: Next Major Release | Severity 1: 36 Hours<br>Severity 2: 3 Days<br>Severity 3: Next Major Release |
| <b>Named Support Contact</b> | No  | No   | Yes  |
| <b>Number of Contacts:</b>   | Unlimited   | Unlimited  | Unlimited  |

## 6. Jaspersoft® Maintenance Service Levels

| MAINTENANCE LEVEL                             | Standard   | Premium   |
|---|--|---|
| <b>Service Hours:</b>                         | Severity 1 - 24x5, 6pm Sunday to 6pm Friday, Pacific Time;<br>Severity 2-4 - 24x5, 6pm Sunday to 6pm Friday, Pacific Time, excluding holidays  | Severity S1 - 24x7, On-call support;<br>Severity S2-S4 - 24x5, 6pm Sunday to 6pm Friday, Pacific Time, excluding holidays   |
| <b>Initial Response (Initial/ Follow-up):</b> | Severity 1: 4 business hours/ 1 business day<br>Severity 2: 4 Business Hours/ 1 business day<br>Severity 3: 4 Business Hours/ 2 business day<br>Severity 4: 4 Business Hours/ 5 business day | Severity 1: 1 hour/ 4 hours<br>Severity 2: 2 Business Hours/ 1 business day<br>Severity 3: 4 Business Hours/ 2 business day<br>Severity 4: 4 Business Hours/ 5 business day |
| <b>Support Channel</b>                        | Web, email, chat   | Web, email, chat  |
| <b>Number of incidents</b>                    | 12 per year  | Unlimited   |
| <b>Named Support Contact</b>                  | No   | Yes   |
| <b>Number of Contacts:</b>                    | 2  | 3   |

- Jaspersoft reserves the right to use any resolution delivery method (“Resolution”) available to resolve an issue. Resolution of any issue(s) which Jaspersoft provides in the form of a release of Jaspersoft Software will address issue(s) only with respect to the most current release of the Jaspersoft Software and, in Jaspersoft’s sole discretion, the most recent previous sequential release.
- For the purposes of Jaspersoft Support, “Support Contact” means the named Customer contact person who will interface with Jaspersoft’s technical support personnel regarding the Jaspersoft Software and who is responsible for the overall internal support of Customer’s use of the Jaspersoft Software. One Support Contact shall be designated the Principal Support Contact. The maximum number of Support Contacts that the Customer may designate shall be determined in accordance with the Support Option purchased by Customer, as indicated in the Order.
- Jaspersoft shall use commercially reasonable efforts to provide Forum-level support. The Forums do not provide issue tracking or guaranteed response. Any priority issues shall be submitted from the customer portal case submission feature. “Forums” means the Jaspersoft-moderated discussion boards available through the Customer Portal. “Customer Portal” means the commercial-community web site(s) through which Jaspersoft provides services hereunder.

## 7. ibi Maintenance Service Levels

The above product lines are subject to the following service levels and separately defined severity levels:

### **Severity Levels**

Severity 1: Emergency situation, application or production down

- Mission-critical application has failed.
- Production system is down, preventing you from conducting certain business functions.

Severity 2: System function is impaired

- Customer system is severely impaired
- Unknown problem has stalled product evaluation

Severity 3: Application Issues

- Application does not function but is not immediately critical.
- Customer has a serious problem but already has a workaround.

Severity 4: Information Issues

- Knowledge article requests
- Documentation change requests
- New feature requests
- Guidance and general queries

### **Maintenance Levels**

InfoResponse Basic and Premium are renamed to ibi™ Silver and ibi™ Gold respectively.

| Maintenance Level          | ibi Silver  | ibi Gold   |
|----------------------------|---|--|
| <b>Service Hours:</b>      | 24 Hours/Day, 7 Days/Week   | 24 Hours/Day, 7 Days/Week  |
| <b>Initial Response:</b>   | Severity 1: 1 hour<br>Severity 2: 3 hours<br>Severity 3: 5 hours<br>Severity 4: 8 hours | Severity 1: < 1 hour<br>Severity 2: < 1 hour<br>Severity 3: < 4 hour<br>Severity 4: < 6 hour |
| <b>Target Resolution**</b> | NA  | Severity 1: 48 Hours<br>Severity 2: 5 Days<br>Severity 3: NA<br>Severity 4: NA               |

|                           |     |     |
|---------------------------|-----|-----|
|                           |     |     |
| <b>Web Based Support*</b> | Yes | Yes |
| Live Chat                 | Yes | Yes |

\* Web based support may be accessed at <https://support.tibco.com>.

\*\* Company reserves the right to use any resolution delivery method, including but not limited to work-arounds, configuration changes, rollback to a supported functioning version, or application coding techniques to resolve a Severity 1 or Severity 2 issue. Resolution of any issue(s) that Company provides in the form of a release of Software will address issue(s) only with respect to the most current release.

The following is a list of features included in the ibi Gold Maintenance level:

| ibi Gold   |
|--|
| <ul style="list-style-type: none"> <li>● <b>Assigned Account Support Manager:</b> The Assigned Account Support Manager (ASM) acts as a high-touch technical single point of contact, ensuring a personalized and proactive support experience. This strategic partnership streamlines escalation and resolution processes, guaranteeing priority triage and accelerated remediation for critical technical incidents.</li> <li>● <b>Prioritized Support,</b> which includes faster Service Level Agreements (SLAs) and expedited service for your highest severity cases. Our global "follow-the-sun" coverage guarantees uninterrupted support.</li> <li>● <b>24/7 Expert Access:</b> Access our Subject Matter Experts (SMEs) across all ibi products including off-hours and weekend on-call access.</li> <li>● <b>Guidance on Adoption, Future Planning, Performance, and Capacity Management:</b> Receive expert advice to support product adoption, expansion strategies, future-focused planning, and get regular performance reviews, and guidance for effective capacity planning.</li> <li>● <b>Health Checks and Usage Reporting:</b> Access regular usage and deployment reports, along with Business Value Health Check reviews conducted by the Assigned Account Support Manager.</li> <li>● <b>Annual Executive Business Reviews:</b> Participate in annual business reviews with the Account Support Manager, Executives and Sales Account Teams.</li> <li>● <b>Regular Communication:</b> Receive recurring conference calls and status reports.</li> <li>● <b>Customer Advisory Board (CAB):</b> Access membership opportunities to the ibi Customer Advisory Board and other invite only events.</li> <li>● <b>Customized Enablement:</b> Participate in customized interactive enablement sessions.</li> <li>● <b>Learning Path Access:</b> Gain access to learning path enablement tools and materials.</li> <li>● <b>Product Advocacy &amp; Resource Orchestration:</b> Benefit from strong advocacy for issue resolution, direct influence on product roadmaps, and the orchestration of technical, executive, and other ibi resources as needed for your customer advocacy.</li> <li>● <b>Upgrade and Modernization Support Services:</b> You can access short-term application support for upgrades, customizations, and modernization efforts.</li> <li>●</li> </ul> |

## 8. TIBCO Cloud™ API Management Service Levels (product formerly known as TIBCO Mashery® or TIBCO Cloud™ Mashery®)

The product TIBCO Cloud Mashery® changed its name to TIBCO Cloud™ API Management. Any reference to TIBCO Cloud API Management and TIBCO Cloud API Management - Local Edition in this guide means TIBCO Cloud Mashery, TIBCO Mashery, or TIBCO Mashery - Local Edition, for the purposes of any Customers that purchased TIBCO Mashery before the product name change.

## 8.1 TIBCO Cloud API Management Service Levels and additional terms

With the exception of subsections c, e and f of this section 3.7.2., or where specifically stated, the following sections apply to the TIBCO Cloud API Management Service, TIBCO Cloud API Management – Local Edition and TIBCO Cloud API Management - Basic. API Management Gold support is not available for TIBCO Cloud API Management - Basic.

### Support Services

- i. If Customer experiences an outage, failure, or problem with TIBCO Cloud API Management (each, an “Issue”), Customer shall make a support request in the manner set forth herein (each, a “Case”).
- ii. In order to enable Company to reproduce and address the Issue appropriately, the Case should include the following elements:
  - a. Concise summary of the issue Customer is reporting, including a timeline of when the issue was first observed.
  - b. Business or technical impact statement
  - c. Sev Level - Refer to the definitions set forth below and assign a severity level of Sev 1 -Critical to Sev 4 - Low to the Issue
  - d. Detailed reproduction information. For example, a Case regarding an API outage would include an exemplary API call with applicable details such as URL, HTTP Headers, Post Body, Credentials, etc.
  - e. Log files as appropriate (generally only applicable to TIBCO Cloud API Management – Local Edition)

A Case will not be considered logged for purposes of the response times below if all applicable information set forth in (A) – (E) is not provided.

- iii. Following receipt of the Case, Company will respond in accordance with the following response times:

| Issue Type              | Definition   | API Management Standard Support Response Time   | API Management Gold Support Response Time |
|-------------------------|--|---|---|
| <b>Sev 1 - Critical</b> | TIBCO Cloud API Management is down in a Production environment (product deployed in a Production environment is unusable resulting in total disruption of use or outage of TIBCO Cloud API Management). This means that TIBCO Cloud API Management is compromised in a way that performance of Customer’s APIs is severely impacted. The APIs cannot run in a normal way and partner/developer/application access to the APIs may not be possible. No workaround is available.   | 30 Minutes  | 15 Minutes                                |
|                         |  | Problem worked 24x7 until resolved or downgraded<br><br>Updates provided hourly or as agreed upon |   |
| <b>Sev 2 - High</b>     | A major feature or function failure, which results in the operation of TIBCO Cloud API Management being severely restricted. This means that normal operation of the Customer’s API program is significantly impaired, but it may not be totally inoperative. For example, applications using the APIs may run normally, but new partners might not be able to be registered or issued keys. No workaround is available.   | 2 Business Hours (PST)  | 1 Hour                                    |
| <b>Sev 3 - Medium</b>   | TIBCO Cloud API Management will operate with limitations that are not critical to the overall operation. For example a workaround forces a user and/or a systems operator to use a time consuming procedure to operate the system; or removes a non-essential feature. This means that the Customer’s API program is basically operative, but certain features may have stopped working as expected/documented. For example, a particular report may not be accessible.<br><br>General product configuration/usage questions should use this severity level. | 8 Business Hours (PST)  | 4 Business Hours (PST)                    |

|  |  |                         |                        |
|--|--|-------------------------|------------------------|
| <b>Sev 4 - Low</b>   | TIBCO Cloud API Management can be used with only slight inconvenience. The Issue may be a simple bug with workarounds existing.<br><br>Feature requests should be filed under this severity level. | 16 Business Hours (PST) | 8 Business Hours (PST) |
| In each instance of a Sev 1-Critical for Standard support customers and Sev 1-Critical/Sev 2 - High for API Management Gold Support customers, Company will, after the initial response, within a time frame mutually agreed upon by the parties, provide Customer with an action plan for resolution of Issues. |  |                         |                        |

Customer will report Issues in the following manner:

| <b>API Management Standard Support</b>                |  |   |
|---|--|---|
|   | TIBCO Cloud API Management, TIBCO Cloud API Management – Local Edition | TIBCO Cloud API Management Professional |
| <b>Sev 1 - Critical</b>                               | TIBCO Support portal; Live Chat 24x7                                   | TIBCO Support portal; Live Chat 24x7    |
| <b>Sev 2 – High<br/>Sev 3- Medium<br/>Sev 4 - Low</b> | TIBCO Support portal; Email; Live Chat 24x7                            | Community Support Only                  |

| <b>API Management Gold Support</b><br>TIBCO Cloud API Management and TIBCO Cloud API Management – Local Edition only |   |
|--|---|
| <b>Sev 1- Critical<br/>Sev 2 - High</b>  | TIBCO Support portal; Live Chat 24x7        |
| <b>Sev 3- Medium<br/>Sev 4 - Low</b>   | TIBCO Support portal; Email; Live Chat 24x7 |

Reporting an issue using a different method than those shown above will result in delayed responses.

The response times in the table above only apply to appropriately reported issues.

Issues initially assigned a lower severity level than Sev 1- Critical for Customers on Standard Support or Sev 2 - High for Customers on Gold Support may be escalated to a higher severity level using the Support's Live Chat.

- i. Support Contact Information (subject to change upon written notice to Customer)
  - a. TIBCO Support portal: <https://support.tibco.com>
  - b. Email: [support@tibco.com](mailto:support@tibco.com)
  - c. Live Chat : Click on the Chat icon on <https://support.tibco.com>. Customer Responsibilities
  - d. Proper support for TIBCO Cloud API Management requires coordination with Customer personnel relating to certain details regarding Customer's systems and specifications. This section 2 describes certain steps required to ensure proper coordination.
  - e. Access to the support services listed herein requires that Customer complete the Go-Live Process at least 7 days in advance of utilizing TIBCO Cloud API Management for production traffic. The Go-Live Process is included as a part of the project plan for implementation (as outlined in an Implementation Guide or Statement of Work, as applicable) and will be lead by Company personnel leading the implementation process.
  - f. In order to deliver the expected service availability, TIBCO Cloud API Management must be able to utilize any location in TIBCO Cloud API Management's global network and may failover or reroute any Customer traffic via both automated and manual triggers. As such, if Customer is utilizing IP whitelisting as a means of securing communications with TIBCO Cloud API Management, Customer must whitelist all locations used by TIBCO Cloud API Management. Company maintains a list of all such IP addresses on the following web page and will proactively notify Customer of pending changes at least 30 days in advance of the change: [http://support.mashery.com/docs/read/proxy\\_information/Security\\_Options#whitelist](http://support.mashery.com/docs/read/proxy_information/Security_Options#whitelist)
  - g. Secure Sockets Layer ("SSL") certificate renewals must be provided a minimum of 7 business days in advance of the expiration of such certificate. In the event that such renewed certificate is provided to Company fewer than 7 business days in advance of expiration, Company cannot

guarantee installation of such certificate prior to expiration. SSL certificate renewals can be coordinated by contacting Company support as set forth in Section 3.8.2(b).

- ii. **System Maintenance**
  - a. Scheduled maintenance is carried out between the hours of 9 pm – 10 pm Tuesday, Pacific Time. Company may change the maintenance window upon at least 5 business days prior written notice to Customer.
  - b. All reasonable efforts are taken to ensure Traffic Management capabilities are unaffected during maintenance. Should maintenance include impact to production traffic, a notification will be sent out at least 5 business days in advance or as early as practicable.
  - c. Company will also notify Customer of all scheduled maintenance at least 5 business days in advance of that scheduled maintenance, or with as much notice as possible in the case of an Emergency Maintenance window, which may be deemed critical by Company in order to ensure production stability or availability.
  - d. In periods of scheduled maintenance to TIBCO Cloud API Management, TIBCO Cloud API Management – Local Edition API traffic will continue to operate normally, with the possible exception of certain cloud synchronization activities (e.g. policies, keys, service definitions, acceptance of reporting metrics). Company will notify Customers using TIBCO Cloud API Management - Local Edition of scheduled maintenance that will affect synchronization activities pursuant to the timelines in the preceding paragraph.
- iii. **SLA Reporting**
  - a. SLA reports will be made available by Company upon Customer's request.
  - b. Service Outage event root cause analysis and corrective action reports are available to all affected Customers upon request.
- iv. **Service Volume Management**
  - a. If Customer processes over 100 million API calls per month through TIBCO Cloud API Management, Customer must notify Company as set forth in paragraph 1(e) at least 30 days in advance should it anticipate API growth that would exceed its prior 30 day daily average by greater than 20%.
- v. **Customer Load Tests**
  - a. If Customer requires a load test using TIBCO Cloud API Management's based system, Customer must contact TIBCO Cloud API Management support via the Company Support portal (see paragraph 3.8.2(b)) at least 10 business days in advance of such load test. Company may reject the scheduling of the load test based on the details of the test, as well as availability of resources. In such event, Company will provide an alternate date within 5 business days of receipt of the request
  - b. Company , at its discretion, may require Customer to perform load tests in non-production infrastructure and will inform Customer of required service changes which must be made in Customer's system, if any.
  - c. Load tests that exceed Customer's contracted traffic volumes may require a formal professional services engagement and one time usage fees.

TIBCO Cloud API Management Professional Edition does not allow for customer load tests.

- vi. **Platform Outage.** The APIM Service may occasionally experience "hard outages" due to Internet disruptions that are out of Company or its supplier's control. A "Hard Outage" means Non-excluded unavailability of the Cloud Service for a period of 10 minutes or greater in duration.

## 8.2 TIBCO Cloud API Management – Availability

- a. Cloud Service availability will be monitored by Company's external 3<sup>rd</sup> party service level availability monitoring service on 1-minute interval cycles. TIBCO Cloud API Management availability will be measured against Company's synthetic service level availability monitoring API endpoints, which measure availability of the core features of the service.

“Service Outage” is defined as when the monitoring service detects a failure on the monitored endpoint. Errors are triggered either by no response or unexpected content errors using a 3-strike methodology to remove cases of intermittent geographical network irregularities.

The Service Outage period starts at the time such failure is reported and ends at the time the failure is cured.

Service Availability is defined as  $(1 - (\text{minutes of Service Outage} / \text{total minutes in a month})) * 100$ . The Service Outage excludes downtime for scheduled maintenance. Service credits will apply on a sliding scale as listed below:

| <b>Service Availability of TIBCO Cloud API Management</b> |                      |  |
|---|----------------------|--|
| <b>Below</b>  | <b>But not Below</b> | <b>Monthly Service Credit (as a percentage of the effective monthly service fee)</b> |
| 99.9%   | 99.5%                | 5%   |
| 99.5%   | 99.0%                | 10%  |
| 99.0%   | 98.5%                | 15%  |
| 98.5%   | 0%                   | 25%  |

- b. **Service Credit Process**
  - i. Credit requests must be submitted to Company within 30 calendar days of the end of the month during which TIBCO Cloud API Management availability was at a level that would give rise to Company's service credit obligation.
  - ii. Each claim must include the following information, (a) Customer name, (b) contact's name and contact information, (c) event details, including date of incident and (d) business impact details.
  - iii. Customer must submit the required information through a support case to TIBCO Cloud API Management support.
  - iv. Company will acknowledge all claims within 5 business days and will review all claims within 10 business days of receipt. Customer will be informed by electronic mail whether the appropriate service credit claim will be granted or rejected. If rejected, the notification will specify the basis for rejection.
  - v. Customer shall not be entitled to availability service credits if Customer fails to comply with paragraphs i and ii above.
  - vi. Approved service level credits will be applied to the Customer's bill during the billing cycle following the month in which the claim was approved.
- c. **Exclusive Remedies.** The provisions of this section state Customer's sole and exclusive remedy for any service availability deficiencies of any kind and are in lieu of any remedies provided by Company for TIBCO Cloud API Management.

### 8.3 Monthly Overages

#### TIBCO Cloud API Management - Enterprise Overages

On a quarterly basis throughout the Cloud Service Term, Company will review Customer's actual number of QPM's consumed for each month of the previous quarterly period. If Customer exceeded the allowable number of QPM's in a given month, Company will invoice, and Customer shall pay, the fees for the additional Number of Units required to cover the excess volume of QPM's for each month during the previous quarterly period. The monthly fees for the excess QPM's shall be calculated per the table below. The overage charge for each month shall be calculated by multiplying the resulting Number of Units in the last column below by the Monthly Fee per Unit.

| <b>Item Description</b>                    | <b>Unit</b> | <b>Monthly Fee per Unit</b> | <b>Number of Units</b>  |
|--|-------------|-----------------------------|---|
| TIBCO Cloud API Management - Cloud Traffic | 5 x 1M QPM  | \$750                       | Number of QPM's in excess of entitlement divided by 5 million and rounded up to the nearest whole number. |

## 9. TIBCO Cloud™ Passport

### 9.1 Maintenance levels

| SUPPORT LEVEL                              | Cloud Standard  | Cloud Premium  | Cloud Premium Plus  |   |
|--|---|--|---|---|
| <b>Service Hours:</b>                      | <p>Mon-Fri 9am-5pm support in one (1) time zone per customer. (24 x 7 for Severity 1 issues). Customer's time zone is based upon customer's primary business location and is assigned by TIBCO.</p> <p>Available time zones: PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST. Based upon the time zone Customer is assigned, service hours exclude holidays in the U.S., California, U.K., A.P.A.C and Japan.</p> | <p>Mon-Fri 9am-5pm support in customer time zone (24 x 7 for Severity 1 and 2 issues). Customer's time zone is based upon Customer's primary business location and is assigned by TIBCO.</p> <p>Available time zones: PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST. Based upon the time zone Customer is assigned, service hours exclude holidays in the U.S., California, U.K., A.P.A.C and Japan.</p> | <p>Mon-Fri 9am-5pm support in one (1) time zone per customer. (24 x 7 for Severity 1 and 2 issues). Customer's time zone is based upon Customer's primary business location and is assigned by TIBCO.</p> <p>Available time zones: PST, EST, CST, CET, MST, GMT, GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST. Based upon the time zone Customer is assigned, service hours exclude holidays in the U.S., California, U.K., A.P.A.C and Japan.</p> |   |
| <b>Initial Response</b>                    | <p>Severity 1: 2 Hours<br/>Severity 2: 4 Business Hours<br/>Severity 3: 8 Business Hours<br/>Severity 4: 24 Business Hours</p>  | <p>Severity 1: 1 Hour<br/>Severity 2: 2 Hours<br/>Severity 3: 8 Business Hours<br/>Severity 4: 24 Business Hours</p>   | <p>Cloud API Management</p> <p>Severity 1: 15 minutes<br/>Severity 2: 1 Hour<br/>Severity 3: 4 Business Hours<br/>Severity 4: 8 Business Hours</p>  | <p>All other Cloud Passport capabilities</p> <p>Severity 1: 1 Hour<br/>Severity 2: 2 Hours<br/>Severity 3: 8 Business Hours<br/>Severity 4: 24 Business Hours</p> |
| <b>Support Channel</b>                     | Web, Chat (located at <a href="http://support.tibco.com">http://support.tibco.com</a> )   | Web, Chat (located at <a href="http://support.tibco.com">http://support.tibco.com</a> )  | Web, Chat (located at <a href="http://support.tibco.com">http://support.tibco.com</a> )   |   |
| <b>Number of Service Requests per year</b> | 50  | Unlimited  | Unlimited   |   |
| <b>Number of Contacts:</b>                 | Unlimited   | Unlimited  | Unlimited   |   |

### 9.2 Availability

Service Availability is defined as  $(1 - (\text{minutes of service outage} / \text{total minutes in a month})) * 100$ .

The service outage excludes downtime for scheduled maintenance.

Service credits will apply on a sliding scale as listed below:

| Service availability for TIBCO Scribe® Online and TIBCO Cloud™ Messaging |               |   |
|--|---------------|---|
| Below  | But not below | Monthly Service Credit (as a percentage of effective monthly service fee) |
| 99.9%  | 99.5%         | 5%  |

|       |       |     |
|-------|-------|-----|
| 99.4% | 98.0% | 10% |
| 97.9% | 0%    | 15% |

Service Credit Process:

- i. Credit requests must be submitted to Company within 30 calendar days of the end of the month during which outage occurred and the service availability was at a level that qualifies for service credit.
- ii. Each credit request must include the following information,
  - a. Customer name,
  - b. Contact's name and contact information;
  - c. Event details, including date of incident and
  - d. Business impact details.
- iii. Customer must submit the required information through a support case to TIBCO Support.
- iv. Company will acknowledge any credit request within 5 business days of receiving such request and will review all credit requests within 10 business days of receipt. Customer will be informed by electronic mail whether the appropriate service credit claim will be granted or rejected. If rejected, the notification will specify the basis for rejection.
- v. Customer shall not be entitled to availability service credits if the Customer fails to comply with subsections 1, 2, and 3 above.

Approved service level credits will be applied to the Customer's next bill.

The following qualifies as a service outage of TIBCO Cloud Integration and TIBCO Cloud Messaging (i.e., are not excluded for scheduled maintenance):

- For TIBCO Cloud™ Integration - Integrate Apps (powered by TIBCO BusinessWorks™), TIBCO Cloud™ Integration - Develop Apps (powered by TIBCO Flogo®), and TIBCO Cloud Messaging: if the application runtime becomes unavailable and the application is unresponsive as a result.

The foregoing will not be considered service outages if the events occur as a result of one or more of the following reasons:

- Incorrect or inappropriate user configuration;
- Incorrect or inappropriate application and deployment design;
- Application was not deployed with two or more instances (not applicable to TIBCO Cloud Messaging);
- Product defects (that were not tested in a lower/dev/qa or similar environment), or
- A force majeure event that is beyond the control of Company Lic.

Availability will be monitored based on the Cloud Incident Response and reviewed accordingly by Company with respect to the guidelines defined herein.

## 10. Open Source Project Support

Open Source Project Support is only offered by Company for specific open source projects. If available, support is limited to the documented features of the projects.

Errors, defects, malfunctions, or potential enhancements identified by Company customers and logged through Company Support will receive priority treatment when engineering schedules future releases. Open source project updates including fixes may be delivered through Company's own distribution packages or through the Open Source Project web site.

| OPEN SOURCE PROJECT SUPPORT LEVEL | Basic  | Premium                       |
|-----------------------------------|--|-------------------------------|
| Service Hours                     | 9am-5pm, Monday-Friday<br>Service hours are based on PST, EST, CST, CET, MST, GMT, | 24 hours a day, 7 days a week |

|                            |  |                         |
|----------------------------|--|-------------------------|
|                            | GMT+5:30, GMT+8:00, GMT+9:00, DST, AEST time zones. Based on the time zone you are assigned, services hours exclude holidays in the U.S., California, U.K., and Australia. |                         |
| <b>Initial Response</b>    | Severity 1 & 2: 4 Hours  | Severity 1 & 2: 4 Hours |
| <b>Authorized Contacts</b> | Unlimited  | Unlimited               |

## 11. Project Flogo®

Project Flogo is an Open Source Framework for IoT Edge Apps & Integration that is licensed under a BSD-style license. This is both available on and supported via its GitHub Repository at <https://github.com/TIBCOSoftware/flogo>.

Support for this project is available through the community and users can report GitHub issues using any of the Flogo repositories.

TIBCO® IOT App Engine (IOTA™) is the commercially supported enterprise offering based on Project Flogo. This allows users to leverage the capabilities provided by Project Flogo and apply to Industrial IoT (Internet of Things) and application integration use-cases both in the edge and in the cloud. With its ultra-lightweight application framework and open contribution model for extensions, this product allows customers to build logical flows that are capable of running on a broad set of devices and in cloud environments. Support for this product is available via the standard [support.tibco.com](https://support.tibco.com) Company Support channel.