

Overview

Appliance Support consists of the support offerings described below delivered pursuant to the terms and conditions set forth in the applicable legal agreement or certificate (“**Agreement**”) between the end user (“**End User**”) and Arctera US LLC and/or its subsidiaries (“**Arctera**”). Please refer to your agreement to confirm the type of Appliance Support offering that you have purchased.

Capitalized terms not otherwise defined in this Appliance Support Description are defined in the Agreement. Appliance Support is provided in accordance with applicable Arctera Support policies. For purposes of Arctera policies, handbooks, end of life processes, guides and other documentation, references to Appliance Standard Maintenance shall be deemed to include Verified Appliance Standard Support and references to Appliance Essential Maintenance shall be deemed to include Verified Appliance Essential Support.

This Appliance Support Description applies on a global basis. Arctera reserves the right to amend this Appliance Support Description periodically and will post updates at <https://www.arctera.io/license-agreements>.

Support Features and Functionality

Appliance Support Feature	Appliance Support Feature Details	Standard	Verified Standard	Essential	Verified Essential
Remote Technical Support	Access to remote technical support provided by telephone or web-based communication	24x7	24x7	24x7	24x7
Arctera Support Website	Access to the Arctera Support website	24x7	24x7	24x7	24x7
Designated Contacts	Ability to name defined users per Appliance to act as contacts with Arctera Technical Support staff for Appliance Support (“Designated Contacts”)	Included	Included	Included	Included
Bug Fixes and Patches	Delivery of Bug Fixes and Patches for Hardware firmware, provided in Arctera’s discretion	Included	Included	Included	Included

Appliance Support Description

2024



<p>Onsite Support</p>	<p>Onsite support service to assist with Hardware problems, provided at the Appliance location registered with and approved by Arctera.</p> <p>After Arctera Support determines that an onsite response is needed, initial response for onsite support service, including applicable parts, in the targeted timeframe.</p> <p>Timing is impacted by shipment cut-off times and location of the appliance as it relates to the applicable Arctera service location.</p>	<p>Target for initial onsite response = next business day local business hours¹</p>	<p>Target for initial onsite response by U.S. person(s)² = next business day local business hours¹</p>	<p>Target for initial onsite response = 4 hours¹</p>	<p>Target for initial onsite response by U.S. person(s)² = 4 hours¹</p>
<p>US Person / US-Based Case Management</p>	<p>Appliance Support case will be owned and managed from a process perspective, and any direct communication between Customer and Arctera Support personnel will be handled, by United States Person(s) (meaning individual(s) authorized to work in the US) located in the United States.²</p>	<p>Not Included</p>	<p>Included</p>	<p>Not Included</p>	<p>Included</p>

¹ Additional shipment time may be required where the full enclosure or frame of an Appliance requires replacement. If applicable, local business hours are determined by the operating hours of the applicable Arctera service location. In some areas, working hours are defined and limited by local government regulations and restrictions. Relocation of an Appliance may impact Arctera’s ability to provide Onsite Support.

² Delivery of US Person / US-Based Case Management is available, as required, provided that: (1) End User must use the processes provided by Arctera (such as using a support/service identifier) when requesting Support in order to be properly routed for US Person / US-Based Case Management; (2) the US Arctera Support Person(s) managing End User’s case may coordinate with Arctera personnel located outside the United States and/or who may not be US Persons for certain advanced Support activities, such as the delivery of a new bug fix or patch; and (3) for Customers requiring Arctera support personnel who are US Citizens rather than US Persons, Customer shall provide proof of its lawful basis for a US citizenship requirement to Arctera prior to support delivery. Onsite Support will be provided by US Persons unless Customer provides documentation to Arctera to demonstrate its lawful basis for any US citizenship and security requirements prior to delivery of Onsite Support. Target response times for Onsite Support may be impacted by a US citizenship requirement based on resource availability.