



Support Policy

And Service Level Agreement

Effective March 2022

This Immuta Support Policy and Service Level Agreement (“Policy”) is subject to the Subscription Form or other agreement between the Licensee (“Customer”) and Immuta, Inc. (“Immuta”) under which Immuta provides the software platform (the “Software”) that references this Policy (“Agreement”). This Policy describes Immuta’s support offering provided by Immuta’s technical support team (“Immuta Support”) in connection with support requests related to bugs, defects, or errors in the Software or Service causing it to fail to perform in material conformance with documentation.

Subscribers to Immuta Software, please refer to your Subscription Form for the Service Level that applies to your organization. Subscribers to the Immuta Service through a cloud marketplace, such as AWS Marketplace, GCP Marketplace, or Microsoft Azure Marketplace should refer to their Immuta License Terms & Conditions document agreed to at the time of subscription for Service Level and Service Level Hours.

Immuta reserves the right to make minor changes to this Policy from time to time. Material changes will be published to the Announcements section of the Immuta Support Website Primary at least 14 service days prior to the change taking effect.

1. **Customer Contacts:** The Customer shall designate on the Subscription Form, via subsequent support case, or in the Immuta Community website, one primary and one secondary Customer contact who are capable and authorized to perform necessary diagnostic steps at Immuta’s instruction and to provide diagnostic information to Immuta. Customers must ensure such contacts are trained in the use of the Software and have skills similar to the staff provided by Immuta as indicated below. Customer requests for support should be aggregated and channeled through these designated personnel. Support Level Entitlements may allow for additional Customer staff in this contact role.
2. **Submission of Support Cases**
 - a. **Mechanism** Authorized Customer Contacts may file support cases by submitting support requests to the Immuta Support Website located at <https://support.immuta.com> (or a successor URL that may be designated by Immuta). If the Customer Contacts cannot use the Immuta Support Website due to technical issues, the Customer Contact may email support@immuta.com to initiate or progress a case. *Please note that any email submission will not be subject to SLA timetables until the email has been forwarded to the Immuta support system and properly categorized;* Immuta will make reasonable efforts to minimize this processing time. Any email must indicate intention to file a support case and the information detailed for support cases below, or it will not be subject to SLA timetables.
 - b. **Detail**
 - i. Prior to submission of any request for support creation, the Customer shall
 1. Use reasonable efforts to ensure the perceived issue is not a problem caused by Customer or third party equipment, software, networking, databases, etc. Case priority may be reduced at Immuta’s discretion if such efforts are not taken.
 - ii. All requests to initiate a support request shall
 1. Identify the Customer’s assessment of the case priority.
 2. Provide sufficient details to confirm the case priority.

3. Include information sufficiently detailed to allow Immuta to reproduce the error, including but not limited to
 - a. Relevant error message.
 - b. Descriptions of conditions surrounding error.
 - c. Relevant logs - this may require the Customer to reproduce the error while capturing logs.
 - d. Contact information for the Customer representative most familiar with the issue.
- iii. Any request lacking any of the above information and/or without a specified priority level submitted through email will be handled on a good faith efforts basis and will not be subject to SLA timetables.

3. Immuta Responsibilities Immuta is responsible for ensuring Immuta staff is available to support Customer's selected Service Level and ensuring that cases are processed in a manner consistent with the targets listed below. To aid in the handling of any case, Immuta Support personnel have skills typically including:

- Linux or Unix systems admin
- Software development skills
- Experience supporting large scale distributed systems
- Infrastructure experience
- Database / Datastore experience
- Experience with the Immuta Software

4. Case Priority Definitions

Case Priority	Definition
P1	An issue that renders the Immuta Software completely inoperative or makes the Customer's production use of the Software impossible with no workaround available. This level does not apply to non-production systems or features the Customer had not previously relied upon in production systems.
P2	An issue in a production system, such as unanticipated poor query performance, that has high impact to key portions of the Software or seriously impairs the Customer's use of material function(s) of the Software and Customer cannot reasonably work around or avoid the issue on a temporary basis.
P3	An issue equivalent to P1 or P2 but in a non-production system, issues of lower severity than described in P1 or P2 for which a resolution is needed in a timely manner, or issues previously categorized as P1 or P2 with a workaround in place.
P4	An issue previously categorized as a P3 with a workaround in place, issues of lower severity than described in P1, P2, and P3, other general questions, requests related to Implementation Services, and feature suggestions.

5. 12x5 (Basic Plan) Case Support Targets

When a case is submitted via the support website in accordance with the process described in Submission of Support Cases and 24x7 support is not purchased, the following targets will apply. Service Hours are all weekday hours local to the customer. A Service Day is 12 consecutive Service Hours.

Case Priority	Selected Service Level					
	Initial Response Time Target			Subsequent Update Time Target		
	Basic	Advanced	Enterprise	Basic	Advanced	Enterprise
P1	4 service hours	-	-	2 service days	-	-
P2	6 service hours	-	-	3 service days	-	-
P3	2 service days	-	-	5 service days	-	-
P4	4 service days	-	-	No defined target	-	-

6. 24x7 (Advanced & Enterprise Plans) Case Support Targets

When a case is submitted via the support website in accordance with process described in Submission of Support Cases and 24x7 support is purchased, the following targets will apply:

Case Priority	Selected Service Level					
	Initial Response Time Target			Subsequent Update Time Target		
	Basic	Advanced	Enterprise	Basic	Advanced	Enterprise
P1	-	2 hours	1 hour	-	1 day	4 hours
P2	-	4 hours	2 hours	-	2 days	1 day
P3	-	1 day	8 hours	-	4 days	3 days
P4	-	2 days	1 day	-	No defined target	No defined target

7. Support Level Entitlements

Entitlement	Selected Service Level		
	Basic	Advanced	Enterprise
Access to Online Immuta Documentation	Y	Y	Y
Access to Immuta University Training	Y	Y	Y
Number of Immuta Support Users	2	5	15

Case Escalation	Y	Y	Y
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8. Case Handling & Responses

- a. **Case Resolution:** Upon receipt of the Support Case, Immuta will assign a Priority Level based on problem descriptions provided by the customer. Immuta reserves the right to modify in good faith the problem description provided by the Customer based on verbal communications with the Customer and to correct obvious errors in descriptions based on Immuta's expert understanding of the Customer's situation. Case priority level is displayed in the Support Portal. If the Customer disagrees with the Priority Level, the Customer may email support@immuta.com with a request to change priority level and supporting information. Adjustments to the Priority Level are made at the sole discretion of Immuta.

After assignment of Priority Level, Immuta will attempt to determine the underlying issue and shall use commercially reasonable efforts to meet the Initial Response Time Target and, if applicable, Subsequent Update Time Targets, as described in Case Support Targets based on the Customer Service Level.

If Immuta provides a work-around for a P1 or P2 case that corrects the issue, the priority level of the support case will be reduced to P3. If Immuta provides a fix or workaround and commits to adding a fix to a future release, the case will be considered resolved.

If Immuta provides a work-around for a P3 case that corrects the issue, the priority level of the support case will be reduced to P4. If Immuta provides a fix or workaround and commits to adding a fix to a future release, the case will be considered resolved.

If Immuta provides a workaround or fix for a P4 case, the case will be considered resolved.

In any case, if Immuta is performing in material conformance with documentation and the root cause of an issue requires modifications to expected Immuta behavior, the case will be treated as a feature request (P4).

If the Customer organization members involved in a case are not responsive, or are unreachable, or Immuta reasonably concludes are not engaged in actively working towards resolution, Immuta may downgrade the case priority level or consider a case as pending customer response. Immuta may, in good faith, close cases as resolved if Immuta reasonably believes a case to be resolved without specific confirmation of resolution from the Customer. If Customer is unresponsive to Immuta inquiries related to a case for more than 10 service days / days (dependent on purchased Service Level) and no scheduled interaction is in place to address that case, Immuta may consider that case closed as resolved.

Feature requests will be considered resolved upon forwarding of the request internally

within Immuta.

- b. Communications:** Initial and subsequent targets are satisfied with communications via email, chat, response comment made to the case at <https://support.immuta.com/>, phone call, or video call with the steps required to begin the problem resolution process, a request for further information, or an update on progress.
 - c. SLA Time Computation:** Time spent waiting on the Customer for information needed to diagnose or troubleshoot the issue, actively conversing with the Customer via media other than <https://support.immuta.com>, while waiting for a scheduled call between Immuta and the Customer, or while waiting for a customer response, and, excluding P1 issues for Customers on the 24x7 plan, non-service hours shall not count towards SLA Target Response Times.
- 9. Supported Versions:** Immuta releases a long-term support (LTS) version annually that is kept up-to-date with important bug fixes and security updates. Customers who prefer to remain on an Immuta version for an extended period of time can install the LTS versions and be confident that their implementation is stable and supported. Additional details can be found at <https://documentation.immuta.com/2021.5/release-notes/release-lifecycle/#release-lifecycle-terms>.
- 10. Case Escalation:** Subject to Support Level Entitlements, if the Customer reasonably believes Immuta Support is not performing in a professional manner or is failing to provide timely responses in accordance with this Policy, the Customer may escalate the Support Case by emailing support@immuta.com and indicating that escalation is requested, identifying the case for which escalation is requested, and providing information on the reason the Customer believes escalation is required. The new case shall be reviewed by Immuta management and a response will be provided. Should the case be escalated by Immuta management, Immuta will update the case indicating that escalation has been approved and will then resolve that case. Additional communications will be managed on the original, now escalated, case.
- 11. Policy Exclusions & Limitations** Immuta will have no liability for any failure to meet the Service Level if the failure arises from the use of the Software other than as authorized under the Agreement, capabilities not stated to be implemented by Immuta, use of an unsupported version or release of the Software, Customer or third-party equipment, software, or networks, general network or Internet problems, third-party acts or omissions, services not provided by Immuta, failures in third party services Immuta uses to deliver the Software or support for the Software, evaluation or proof-of-concept use, or other factors reasonably considered to be outside of Immuta's control. Immuta has no obligation to provide support for unlicensed use of the Software or for third party software or services. Customer shall be solely responsible for configuring the Software's policy engine to act on Customer Data in a manner that conforms with Customer's rules, applicable laws and regulations, and reasonable privacy and security standards.

Communication related to issues arising as part of onboarding projects or other projects being managed with the customer by an Immuta Technical Program Manager are to be coordinated with the Immuta representative leading the Customer's onboarding project rather than communicated through the support system. Such issues & questions will be prioritized with overall project goals

& tasks and addressed by Immuta in a timely manner as part of the project's regular cadence not subject to the SLA timings described above. Should the customer be dissatisfied with issue responses during such projects, the Customer may escalate the issue with Immuta by emailing support@immuta.com with a request for escalation and a description of the circumstances.

The Customer agrees to provide feedback on Immuta functionality in Private Preview and to not use such functionality in production environments or workflows. Immuta will make commercially reasonable efforts to support Private Preview functionality for non production usage, however such support is not subject to the SLA targets and process described above. Issues discovered with Private Preview functionality will be resolved at Immuta's sole discretion. Private Preview functionality is subject to change, discontinuation, and discontinuation of support at Immuta's sole discretion.

If using Public Preview functionality, the Customer agrees to provide feedback on Immuta functionality in Public Preview. Immuta will make commercially reasonable efforts to support Public Preview functionality for such usage, however such support is not subject to the SLA targets and processes described above and shall not be considered P1 or P2 priority. Should Public Preview functionality impact or reasonably be believed to impact other fully supported functionality, the customer will be required to disable the Public Preview functionality and SLA targets and processes described above will not apply until such time as the Public Preview functionality is disabled. Issues discovered with Public Preview functionality will be resolved at Immuta's sole discretion. Public Preview functionality, including APIs, is subject to change, discontinuation, and discontinuation of support at Immuta's sole discretion.

This policy is designed to address Customer issues and questions in a timely, asynchronous manner. This support policy does not obligate Immuta to provide sustained customer engagement for items such as, but not limited to, development support and planned maintenance.

- 12. Other Resources** All Customer users have access to <https://documentation.immuta.com>. Training and Implementation Services are also available. Please contact your Immuta Customer Success Manager for further information.