



TECHNICAL SUPPORT AND MAINTENANCE POLICIES FOR K2 SOFTWARE

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OVERVIEW

These policies apply to technical support and maintenance provided by K2 Software, Inc. and its subsidiaries (“K2”) for Supported Releases of K2 software and services (“K2 Software Support”).

A Supported Release is a version of K2 software or service (collectively, “K2 Software”) which is receiving active K2 Software Support under these policies. Each Supported Release has a minimum K2 Software Support lifecycle of two years and will have a defined obsolescence date (“Standard Support Lifecycle”). At the end of the Standard Support Lifecycle for a specific Supported Release, such version will become an “End-of-Life Release.”

As used in these policies, “Subscriber,” “you” and “your” refers to the individual or entity that has ordered the K2 Software Support from K2 or an authorized distributor, as applicable.

K2 Software Support does not include support for other K2 products or services. You may not obtain support for the specified K2 software or service via any other K2 support service.

K2 Software Support is provided in English.

K2 Software Support is purchased at your option. However, if you purchase K2 Software Support for any K2 Software licensed to you, you must purchase the same level of K2 Software Support for all K2 Software licensed to you. If you cancel or do not renew K2 Software Support, such services will cease for all K2 Software licensed to you. In the event K2 Software Support is cancelled or not originally purchased at the time you licensed the Software, you may be charged a reinstatement fee if you choose to later purchase K2 Software Support.

These policies are subject to change at K2’s discretion. K2 Software Support ordered by you will be governed by the Technical Support and Maintenance policies in effect at the time the support was ordered for the period acquired.

SUPPORT TERMS

TECHNICAL CONTACTS

K2 Software Support will be provided to you only through your designated Technical Contacts. Your Technical Contacts must have, at a minimum, initial basic training on the K2 Software licensed to you and, as needed, supplemental training appropriate for specific role or implementation phase and/or specialized product usage.

Your Technical Contacts should know the internal build systems, tools, policies, and practices in use by you, and they must also be knowledgeable about the K2 Software, applications built on the K2 Software, and integration with any third party technical products, in order to help resolve system issues and to assist K2 in analyzing and resolving service requests.

You may designate one or more authorized Technical Contact(s) when you acquire K2 Software Support. Only the designated Technical Contacts may submit support requests online through K2's customer portal.

K2 may review support issues logged by your Technical Contacts and as applicable may recommend specific training for your Technical Contacts to assist with similar issues in the future.

SOFTWARE FUNCTIONALITY QUESTIONS

“Software Functionality” questions refer to all questions regarding features and functions of the K2 Software, including advice on how to design or build applications using the software. Assistance on Software Functionality questions can be obtained through the Community Forum at no cost or through K2 Virtual Services for separate fees.

COMMUNITY FORUM

K2's “Community Forum” (community.k2.com) is a collaborative technical community where your Technical Contacts can interact with other K2 users about technical issues, solution ideas, and how to architect, design and utilize the software to gain the best results.

Technical questions may be answered through the Community Forum but will not be actively managed by K2. K2 technical resources actively participate in this Community Forum, but do not have any obligation to respond or to resolve any of these discussions.

SUPPORT INCIDENT

A “Support Incident” is a single support issue and the reasonable effort required to resolve it. A single support issue is a problem, error message or functionality issue that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each of these issues shall be considered a separate Support Incident. Support Incidents are not requests for general advice, guidance or software functionality questions.

A Support Incident has the following criteria:

- Specific functionality issues are encountered while you are using the K2 Software.
- There is a reasonable expectation that the issue originates from the K2 Software.

CODEFIX

A “Codefix” is a single or cumulative package (usually in the form of one or more files) that is used to address a problem in the K2 Software (i.e., a software bug). Typically, Codefixes are made to address specific or isolated product issues and are considered an out-of-cycle bug fix.

Only corrections for software bugs with a business-critical impact will be considered for availability as a Codefix. Corrections for less material software bugs will be considered for standard product release cycles.

K2 will use reasonable efforts to issue new Codefixes for the K2 Software, within the existing functionality and limitations of the software.

SCOPE OF SUPPORT

SUPPORT SERVICE TYPES

STANDARD K2 SOFTWARE SUPPORT

Under Standard K2 Software Support, Support Incidents will be addressed by K2 during regular business hours for the applicable Support Region in which your K2 Software Support has been registered (the location and business hours of each Support Region is available at [Contact-Support](#)). Support Incidents can be reported electronically through the K2 Customer Portal or by contacting your applicable Support Center via phone.

Standard K2 Software Support also includes:

- K2 Software updates and upgrades, Codefixes, security alerts, and critical patch updates, which K2 generally provides to all licensees receiving K2 Software Support
- Unlimited access to online self-service knowledge base of information and solutions
- Unlimited access to online product help documentation
- Electronic and telephonic access to K2 Software Support personnel for standard Support Incidents
- Unlimited access to the Community Forum for Software Functionality questions, assistance and guidance, solution and application sharing, collaboration with other community resources and technical information on lower priority service issues.

GLOBAL K2 SOFTWARE SUPPORT

This service includes:

- Standard K2 Software Support
- Access to After-Hours Support
- Assistance on Standard Support Incidents for Technical Contacts operating from regions other than where the K2 Software was licensed.

AFTER-HOURS SUPPORT

“After-Hours Support” allows a Severity 1 Support Incident to be addressed outside of normal business hours, including weekends and public holidays, in the applicable Support Region.

In order to submit an After-Hours Support Incident, you must have acquired Global K2 Software support.

For After-Hours Support Incidents or emergencies, you must contact K2 Software Support by phone or accompany an electronic request with a phone call. K2 Software Support phone numbers can be found at [Contact-Support](#).

WHAT K2 SOFTWARE SUPPORT DOES NOT INCLUDE

K2 has no support obligations for issues resulting from: (i) your equipment, network connections or other infrastructure; (ii) your use of the K2 Software in a manner not consistent with the K2 Software documentation or in violation of the license agreement; (iii) modifications to K2 Software by any party other than K2; or (iv) failures or downtime of the K2 Software due to any factors beyond K2's reasonable control or due to any force majeure event as described in your license agreement.

K2 has no support obligations for free, trial or evaluation access to the K2 Software.

K2 Software Support does not include training, configuration, integration, remote access (unless requested by K2) or onsite services as may be offered by K2.

YOUR OBLIGATIONS

In order to receive K2 Software Support, you agree to promptly install into the K2 Software all K2 Software updates given to you by K2. You acknowledge that any failure to timely implement such updates may render the K2 Software unusable or non-conforming to the applicable documentation and you assume all risks arising from your failure to install such updates. Even if you have paid the applicable fees, K2 will not be required to provide K2 Software Support to you if you have not properly implemented all K2 Software updates provided to you.

You are solely responsible for your data, information and software, including making back-up copies and security.

PRIORITY LEVELS AND RESPONSE TIMES

PRIORITY LEVELS

K2 will make reasonable efforts to respond to requests for K2 Software Support based on the applicable Priority Levels as shown below.

Priority Levels will be determined by K2 according to the following criteria:

PRIORITY 1

Your production use of the K2 Software is completely inoperable and inaccessible to all users. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Priority 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

PRIORITY 2

The K2 Software is materially unable to perform and is causing a material and adverse impact for a majority of users. Operations can continue in a restricted fashion.



PRIORITY 3

The K2 Software is unable to perform to some degree and is causing some adverse impact for some users.

PRIORITY 4

These are Software Functionality “How-to” questions about the K2 Software. Answers to Software Functionality questions are not included as part of K2 Software Support. Assistance on Software Functionality questions can be obtained through the Community Forum at no cost or by purchasing K2 Virtual Services for a separate fee.

RESPONSE TIMES

The “Response Time” is the time between the initial report by you and when K2 aims to send an initial response to your report. A “business day” means a regular business workday other than a Saturday, a Sunday or a public holiday in the Support Region from which K2 Software Support is provided to you, and “business hours” means the regular business hours in that Support Region (see below for support region information). K2 Software Support is provided to you from the location supporting the Support Region where your licensee address provided to K2 is located.

TARGET RESPONSE TIMES

Priority	Standard Request (business hours only)	After-Hours Request (24x7)
1	2 business hours	1 hour*
2	4 business hours	Not available
3	8 business hours	Not Available
4	Fee-based Service	Not Available

*For After-Hours Support Incidents or emergencies, you must contact K2 Software Support by phone or accompany an electronic request with a phone call.

PRIORITY LEVEL PROGRESS

INITIAL PRIORITY LEVEL

K2 will assign an initial Priority Level when a Support Incident request is made. K2’s initial focus, upon acceptance of a Support Incident request, will be to resolve the issues underlying the Support Incident request. The Priority Level of a Support Incident request may be adjusted as described below.

DOWNGRADES OF PRIORITY LEVELS

If, during the Support Incident request process, the issue no longer warrants the Priority Level currently assigned based on its current impact on the production operation of the K2 Software, then the Priority Level will be downgraded to the Priority Level that most appropriately reflects its current impact.

UPGRADE OF PRIORITY LEVELS

If, during the Support Incident request process, the issue warrants a higher Priority Level than that currently assigned based on the current impact on the production operation of the K2 Software, then the Priority Level will be upgraded to the Priority Level that most appropriately reflects its current impact. In

requesting any assignment of a higher Priority Level, you must provide K2 with sufficient information that demonstrates the increased impact of the issue on your production operation of the K2 Software.

SUPPORT INCIDENT SUBMISSION AND RESOLUTION

HOW TO SUBMIT SUPPORT INCIDENTS

For After-Hours Support Incidents or emergencies, you must contact K2 Software Support by phone or accompany an [electronic request](#) with a phone call. K2 Software Support phone numbers can be found at [Contact-Support](#).

For Priority Level 1, K2 recommends that your [electronic request](#) be followed up with a phone call to your applicable Support Center.

For Priority Levels 2-3, Technical Contacts have access to a secure online Customer Portal (portal.k2.com) for [support request submission and management purposes](#).

For Priority Level 4, K2 recommends you use K2's self-service channels, such as the [Knowledgebase](#) or K2's community forum, to assist in answering your question. Direct K2 assistance on these questions is not included as part of K2 Software Support. You may purchase K2 Virtual Services for fee-based assistance from K2.

TECHNICAL CONTACT ASSISTANCE

To assist K2 in resolving your issue, K2 expects your Technical Contact will help to:

- Verify that the Support Incident is not reproducible on similar artifacts that do not integrate with the K2 Software.
- Provide information necessary to help K2 track, prioritize, reproduce, and investigate the Support Incident.
- Provide a full description of the issue and expected results.
- Categorize issues (general question, defect, enhancement request, etc.).
- List steps to reproduce the issue and relevant data.
- Provide applicable log files or console output.
- Provide exact wording of all issue-related error messages.
- Describe any special circumstances surrounding the discovery of the issue (e.g., first occurrence or occurrence after a specific event).
- Identify the business impact of the issue, and suggested priority for resolution.

REPRODUCING ERRORS

K2 must be able to reproduce errors in order to resolve them. You agree to cooperate and work closely with us to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. Subject to your approval on a case-by-case basis, users may be asked to provide remote access to their K2 Software for troubleshooting purposes.

RESOLUTION AND CLOSURE OF SUPPORT INCIDENTS

A Support Incident has been resolved when you receive one of the following:

1. Information that resolves the issue;
2. Explanation, recommendation, usage instructions or workaround on how to obtain a software solution that will resolve the issue;
3. Notice that the issue is considered non-blocking and has been logged for consideration;
4. Notice that the issue is an incompatibility issue with the K2 Software;
5. Information that isolates the issue to a third-party product, not supported by K2; and/or
6. A new or existing Codefix.

In the event that custom or unsupported plug-ins or modules are used, we may ask, in the course of attempting to resolve the issue, that you remove any unsupported plug-ins or modules.

If the problem is solved upon removal of an unsupported plug-in or module, then K2 may consider the issue to be resolved. For issues outside of scope of K2 Software Support, K2 may also close issues by identifying the Support Incident as outside the scope of K2 Software Support or arising from a version, platform, or usage case that is excluded from these Technical Support and Maintenance policies.

K2 will consider an issue closed if the Technical Contact has not responded to two (2) or more attempts by K2 to collect additional information required to solve the case.

K2 will use reasonable commercial efforts to promptly resolve Support Incidents. Actual resolution time will depend on the nature of the case and the resolution.

SUPPORT REGION BUSINESS TIMES

The location and business hours of each Support Region providing K2 Software Support is available at [Contact-Support](#).

CONTACT INFORMATION

Phone numbers and contact information can be found at [Contact-Support](#).