

TECHNICAL SUPPORT POLICY

1. Scope

The scope of the Support Services provided to Subscriber includes general instructive guidance and support regarding the installation of the Software and basic technical configuration of the Software, including how to use the Software. Such Support Services are provided in accordance with this policy. Subscriber acknowledges that the time required for resolution of issues may vary depending on the specific circumstances of each problem, including, without limitation, the nature of the incident/problem, the extent and accuracy of information available about the incident/problem and the level of Subscriber's cooperation and responsiveness in providing materials, information, access and support reasonably required by Solo to achieve problem resolution. For purposes of this policy, Software will include Solo images, but does not include any other third party materials utilized by Subscriber in operating the Software. Solo will provide reactive support for Solo Products. Any requests to directly assist Subscriber with installation or deployment in Subscriber's environment (i.e., by Solo accessing Subscriber's environment) are outside the scope of this policy and are not included with Support Services.

2. Definitions

"Business Hours" means an hour during Monday through Friday other than a day designated from time to time as a national holiday in the place from which Support Services may be provided.

"Local Time" means 9AM – 6PM Business Hours in the time zone applicable for the location shown on the Order Form (or another designated ordering document) for the Ship-To entity.

3. Priority Levels

Urgent: A problem that severely impacts your use of the software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations, or your revenue or brand are impacted and no procedural workaround exists.

High: A problem where the production environment is operational but functionality is severely reduced. The situation is causing a high impact to portions of your business operations, or your revenue or brand are threatened and no procedural workaround exists.

Normal: A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround. For development environments, where the situation is causing your project to no longer continue or migrate into production.

Low: A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround.

4. Targeted Times for Initial Response

Priority Level	Standard Support Policy	Enhanced Support Policy
Urgent*	1 hour (24/7/365)	15 minutes (24/7/365)
High	4 Business Hours Local Time	2 hours (24/7/365)
Normal	8 Business Hours Local Time	4 Business Hours Local Time
Low	24 Business Hours Local Time	12 Business Hours Local Time
Technical Support Contact**	4	6

*To report Urgent Priority issues, Subscriber must contact Solo's Product Support Hotline at the number located in the Support Portal, which can be found at <https://support.solo.io/hc/en-us/articles/25251551340692-Support-Number>.

**A Technical Contact is an individual designated by Subscriber who is granted access to Solo's Support Services defined in this document.

Solo will use best efforts to resolve any Urgent Priority issues as soon as reasonably feasible under the circumstances. Subscriber agrees to promptly collaborate with Solo to aid in the resolution of such issues. Solo reserves the right to adjust the priority you select if it does not align with the priorities documented above.

5. Support Tickets

To initiate a support matter, please log a ticket via our online ticketing system (Zendesk), email or phone as documented at <https://www.solo.io/company/get-support/>. Subscriber's access to, and use of, Zendesk are subject to Zendesk's User Content and Conduct Policy located at <https://support.zendesk.com/hc/en-us/articles/4408821635610-Zendesk-User-Content-and-Conduct-Policy>, as may be updated by Zendesk from time to time. Under no circumstance may Subscriber submit "protected health information," as defined by the US Health Insurance Portability and Accountability Act of 1996, and its implementing regulations (HIPAA), to Solo or Solo's online ticketing system.

When submitting a support request we ask that you provide as much detail as possible. This includes providing both environment (OS version, platform details, cloud provider(s), etc.) and diagnostic (operational logs, audit logs, etc.) information in your request. This will ensure our team is able to triage the issue quickly and efficiently.

Note: If you are unable to provide environment and diagnostic information for troubleshooting, we may not have sufficient information to begin work to resolve the issue. This could result in the ticket getting closed.

A remote session can be scheduled for a future time if both parties mutually agree that it will aid in resolving the issue. To initiate these sessions, we require Subscriber to already have an active support ticket open with environment and diagnostic details (e.g. logs) provided in the ticket. Once verified, we will arrange available times and connection details for a remote session.

Note: Remote sessions are held through our video conferencing provider, Zoom. Per Solo policy, we are prohibited from participating in any recorded sessions or calls, regardless of who initiates the session unless explicit consent is given by all parties.

All Technical Contacts submitting support requests are required to have reviewed the priority level criteria in this Technical Support Policy. If a Technical Contact repeatedly submits tickets with priority level "Urgent" that does not meet the criteria defined in this document, Solo reserves the right to automatically lower the priority level of tickets submitted by that Technical Contact.

6. Slack

Depending on the product entitlements, Subscriber may be provided the opportunity to use Slack to connect with support personnel. All use of Slack is subject to Solo's Code of Conduct found [here](#). Slack is provided to enable collaboration between Solo and its Subscribers. All issues should be logged as support tickets and not initiated via Slack.

7. Architecture and Design Support Hours

While Solo provides some Architecture and Design Support, Architecture and Design Support hours can be purchased by Subscriber for collaboration with Solo's Customer Success and/or Field Engineering Teams to brainstorm and discuss Subscriber's architecture design for implementation of Solo Products. Architecture and Design Hours are additional support hours purchased to advise Subscriber about implementation at a deeper level than is offered by Support Services. Architecture and Design Support Hours are limited to the initial purchase of a Solo Product. To the extent, additional hours are needed or Subscriber requires more support throughout the implementation, Professional Services can be purchased.

8. Support Restrictions

Subscriber agrees not to use the Support Services in connection with the development, deployment, enablement and/or maintenance of any non-Solo Technology that competes with Solo's Product offerings. Solo may assist Subscriber with integration development work through Professional Services to create a holistic solution tailored to Subscriber's environment using Solo's Products and Subscriber's existing software ecosystem ("Subscriber-Specific Integration Development"). Subscriber-Specific Integration Development may include configuring Subscriber's deployment tools, creating adaptors to integrate third party products with Solo's Products, shell scripting, amongst other Subscriber requirements. Subscriber-Specific Integration Development is not covered by Support Services, and Solo does not provide ongoing support to Subscriber-Specific Integration Development after the Professional Services engagement has ended.

Solo will have no obligation to provide Support Services to Subscriber in the event that (i) the Subscriber has violated any use restrictions found in Subscriber's agreement with Solo; (ii) an issue is caused by the negligence, misconduct or misuse of the Product by Subscriber; or (iii) any issue that is caused by third party software.

Solo Support is not accountable for providing assistance with custom code, third-party tools, or unsupported technologies. Your request is possibly out of Solo Support's scope if it is primarily about:

- Third party integrations, such as Hashicorp Vault
- Writing custom scripts
- Configuration of external authentication systems
- Open source projects or community distributions that are not provided by Solo as part of a subscribed Solo Product

Solo's Products include current offerings such as Solo Enterprise for Istio, Solo Enterprise for kgateway, Solo Enterprise for agentgateway, Solo Enterprise for kagent, and Solo Enterprise for agentregistry, as well as Solo's established offerings such as Gloo Mesh Enterprise, Gloo Gateway, and Gloo Edge. Many of these Products incorporate or are built upon open source technologies (such as Istio and Envoy) in the form of Solo build images for the functional operation of the Product. Solo's scope of Support Services sometimes requires the need to troubleshoot the configurations, health, and interoperability of these underlying technologies as they relate to the functional performance of the applicable Solo Product to ensure the continued operation of critical functions and workflows that are maintained by that Product.

For Products that operate through a management plane, such as Gloo Mesh Enterprise, any external use of Istio, Envoy, or Solo build images where configurations are not being propagated or actively managed by that Product's management plane falls outside the scope of these Support Services.

Please see Solo's online Documentation located at <https://www.solo.io/docs> for more information about which versions of Solo's Products are supported by these Support Services.