Customer Support and Maintenance Terms

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Support Terms

The policy described in this document defines support service levels provided by Flexera Snow for its Software products ("Software"), and outlines the services, priorities, availability, performance, and operations of the Flexera Snow Technical Support organization ("Support") to establish a common understanding between Flexera Snow and its customers ("Customers") and authorised partners ("Partners") to which Flexera Snow provides Support.

Flexera Snow invoices in advance for all support services. The support agreement includes access to all new versions of licensed Software. Flexera Snow agrees to provide Customers and Partners new, corrected, or modified versions of the Software in the form of updated product versions, fixes and maintenance releases that Flexera Snow makes generally available. Such modifications, when delivered and installed, shall become part of the Software and shall be subject to all terms of the applicable license agreement.

Flexera Snow will deliver Support for Software running in a supported configuration in accordance with the terms of this Policy. Customers are entitled to receive Support during the term of their support agreement and in the country or countries for which they have purchased Support, provided that the applicable Software is installed at locations in which Customers are authorized to use such licenses.

Flexera Snow offers Standard and Premium support for twelve months after the next major software release is delivered. Following this period, support may be limited to upgrade guidance to bring the Customer or Partner deployment within maintenance coverage. Customers and Partners receive six months' advance notice on Flexera Snow Support Portal of the end of support for any software release. More information can be found in our Snow End-of-Life Information.

Where software defects have been resolved in later versions related to issues being reported, Flexera Snow Support may require upgrading to specific versions that includes those corrections before investigating further.

Customers and Partners operating under an evaluation license ("Prospects") are entitled to support services that are equivalent to Standard support for the duration of their evaluation, unless otherwise specified.

To reinstate lapsed support, Flexera Snow Software may levy costs backdated to the end of the last valid support and maintenance agreement.

Support Services are provided in English.

Customers should contact their Account Manager directly for information about Standard Support Services and plans, Professional Services, and joint development opportunities.

Support Tiers

All Flexera Snow Software must be covered by one of the following agreements in the described tiers.

Standard Support

Standard Support is available for the following Flexera Snow On-Premises Software:

- Data Intelligence Service
- Snow License Manager
- Snow Inventory Server
- Snow Integration Manager
- Snow Spend Optimizer
- Snow ITSM Enhancer
- Snow Productivity Optimizer (formerly Snow Automation Platform)
- Snow Device Manager On-Premises
- Snow Commander
- Snow Optimizer for SAP® Software

Standard support is provided during business operations from 9:00 am to 5:00 pm local Flexera Snow Support Hub business hours (Contact Information), Monday through Friday, excluding Flexera Snow observed Public holidays in Customer's region, by accessing Flexera Snow's Support Portal.

All Public holidays are published in our Support Portal.

Throughout the lifecycle of the case, Support will endeavour to provide an initial response along with frequent communication updates and against the targets below. Flexera Snow case management targets are goals and not commitments:

Priority	Definition	Initial Response Time Target	Regular Communication Cadence Target
1	Production environment is down causing a critical impact to business operations if services are not restored immediately. No workaround is available.	2 Hours	Daily
2	Production solution is severely degraded, impacting significant aspects of business operations. No workaround is available.	4 Hours	Every 2 Days
3	Performance is degraded. Functionality is impaired, but most business operations continue. Workaround applied.	8 Hours	Every 3 Days
4	Customer requests information regarding product capabilities, installation, or basic configuration.	24 Hours	Every 5 Days

Premium Support

Premium Support is available for the following Flexera Snow On-Premises Software:

- Snow Commander

Premium Support is provided 24x7x365 by accessing Flexera Snow's Support Portal or using the Premium Support contact number provided by Customer's account manager.

Throughout the lifecycle of the case, Support will endeavour to provide an initial response along with frequent communication updates and against the targets below. Flexera Snow case management targets are goals and not commitments:

Priority	Definition	Initial Response Time Target	Regular Communication Cadence Target
1	Production environment is down causing a critical impact to business operations if services are not restored immediately. No workaround is available.	1 Hour	Daily
2	Production solution is severely degraded, impacting significant aspects of business operations. No workaround is available.	2 Hours	Every 2 Days
3	Performance is degraded. Functionality is impaired, but most business operations continue. Workaround applied.	8 Hours	Every 3 Days
4	Customer requests information regarding product capabilities, installation, or basic configuration.	24 Hours	Every 5 Days

Note: Priority 1 cases should be logged using the telephone to ensure our quickest response, and live troubleshooting to reduce the duration of critical impact to business operations. Outside 9:00 am to 5:00 pm local Flexera Snow Support Hub business hours, P1 cases should be opened using the Premium Support contact information provided by Customer's account manager.

SaaS Support

SaaS Support is available for the following Flexera Snow products:

- Snow Atlas
- Snow Cloud Cost
- Snow Device Manager (SaaS hosted by Flexera Snow)
- Snow Risk Monitor
- Snow SaaS Management

Flexera Snow customer support is available 24 hours a day, 5 days a week, Monday through Friday (excluding Flexera Snow observed Public Holidays in Customer's region), by accessing Flexera Snow's Support Portal.

All Public holidays are published in our Support Portal.

Throughout the lifecycle of the case, Support will endeavour to provide an initial response along with frequent communication updates and against the targets below. Flexera Snow case management targets are goals and not commitments:

Priority	Definition	Initial Response Time Target	Regular Communication Cadence Target
1	The Service is unavailable to all users due to software or hardware failure.	2 Hours	Daily
2	The Service is accessible, but a significant subset of functionality is unavailable to all users due to software or hardware failure.	4 Hours	Every 2 Days
3	The Service features is un-accessible, but a workaround is available.	8 Hours	Every 3 Days
4	Customer requests information regarding the Service capabilities or navigation.	24 Hours	Every 5 Days

The Flexera Snow Atlas Software SLA is also available to reference.

Support Operational Practices

Flexera Snow shall use all commercially reasonable efforts to resolve reported technical issues specific to the Software. In the event of service interruption, Flexera Snow shall endeavor to commit all reasonable resources and means to provide a workaround to restore service. Regular updates about progress in resolving code-related issues with code correction shall be supplied when possible.

Tracking IDs for cases and problem records will be provided to customers and partners. Case and problem records will be closed when issues are resolved.

Priority level classification will be submitted by Customer/Partner when the case is submitted but may be adjusted by Flexera Snow based on the definition of Priorities included in this Policy.

Reservation of Resources

All cases opened are handled in priority sequence. To better ensure availability for emergency issues, the Flexera Snow Global Support team reserves the right to defer support sessions when there is no technical issue in need of resolution. In the event of limited availability, configuration assistance and guidance sessions shall be scheduled for a later date amenable to both parties.

Cooperative Resolutions

If Flexera Snow Global Support representatives request information from a Customer, Prospect or Partner, the information must be provided before remediation efforts can continue. For example, if log files or other diagnostics evidence is requested, no remediation will proceed until Flexera Snow Global Support receives these attached to the case.

Under some circumstances, Flexera Snow Global Support may determine that a backup of the Customer, Prospect, or Partner's database is required to facilitate the troubleshooting process. Flexera Snow warrants that it shall not disclose those databases' contents to third parties. For more details, please refer to Flexera Snow Software's Privacy Policy and Data Protection and GDPR policies.

At Flexera we treat each other, our Customers, and our Partners with respect and dignity. This means that everyone is entitled to work in an environment that is free of harassment, bullying, and discrimination.

By this we mean that everyone involved must:

- Treat all individuals with respect and dignity;
- Respect and safeguard individual privacy rights;
- Prohibit violent behavior, harassment, and discrimination.

Customers or Partners who believe that there has been a violation of this policy should provide details about what happened via the case escalation process, citing specific concerns.

In the event that Flexera Support Specialists believe that a Customer or Partner has violated this policy, they will issue a verbal or written request in an attempt to get back to positive collaboration. If the unwanted behaviour continues, Flexera Support Specialists may issue a verbal or written warning that they will end the contact should it continue. Finally, Flexera Support Specialists will end the contact if they have not been able to redirect the unwanted behaviour and return to positive collaboration.

When Flexera Support Specialists end a Customer or Partner contact on this basis, it is reported to their Manager who will establish some outreach with the involved parties. Flexera reserves the right to refuse service to individuals who persists in violating these safe workplace provisions.

Scope of Support

Responsibilities of Flexera Snow Support

Software defects:
- Diagnosing and reporting problems that are identified and validated by support.
- Suggesting workarounds for product defects where possible.

Documentation
- Providing guidance on how to access new releases.
- Providing guidance on how to access the documentation to be able to perform installation and configuration of connectors via Snow Docs.
- Providing clarification of platform compatibility.
- Providing insights and clarification on specifications and pre-requisites.

System performance and scalability:
- Providing general guidance on performance improvements and best practices.

Responsibilities of Customer and Partners

The following areas are not covered by a Support & Maintenance contract:
- Product enhancements or feature requests. Flexera Snow provides an Ideas board where customers and partners can make their suggestions for enhancements that might benefit the wider community.
- Performing product installations, upgrades, and application or database migrations is not included as part of the Flexera Snow support offerings. However, Flexera Snow will provide documentation and guidance based on best endeavors/best effort. Flexera Snow Support reserves the right to require Flexera Snow Professional Services or a Flexera Snow Partner engagement to rectify issues from failed installations, upgrades, and application or database migrations which may come at cost to the Customer.
- Integrations support is limited to validating the configuration of Flexera Snow products, and best endeavors where the issue may be caused by a misconfiguration elsewhere. For example:
  - Installing SSL certificates is not supported, but identifying issues with their installation is. Flexera Snow will recommend Customers engage with their Certificate Authority for assistance.
  - Configuring SSO within Flexera Snow products is supported, but to validate and configure Customer's IDP Flexera Snow will recommend Customers engage with their SSO provider.
  - Validating access to and authentication with Flexera Snow APIs is supported for individual endpoints, but Flexera Snow will recommend Customers engage with their developers rather than debug scripts or integrations with other platforms.
  - 3rd Party applications, code or customizations not covered by a valid support and maintenance agreement or not installed as standard.
- Routine maintenance or tuning within the environment.
- Any versions of Flexera Snow for which support services have been discontinued by Flexera Snow as documented within the End-of-Life Policy that is documented here.
- Flexera Snow Support are not responsible for issues that are related to non-adherence of upgrade pre-requisites, not meeting the minimum operating specifications, loss of feature or functionality due to previous customization within the environment, reversal of any hotfix previously applied or any other non-standard or environmental post-upgrade issues.

For areas that fall outside the responsibilities of Flexera Snow Support, we recommend that Customers work with certified Snow Solution Partners or consult with Snow Professional Services team for assistance, contact their Account Manager or Customer Success Management for more information.
If Customer has an assigned Flexera Snow Account Manager or Customer Success Manager, Customer should route any non-supported requests via them. If Customer does not have regular contact at Flexera Snow and want help in this regard, please raise a support case and Flexera Snow Support will facilitate the conversation.

License Non-compliance

Eligibility for Standard and Premium support services is granted providing the Customer or Partner is fully compliant with the licensing terms and periods. Flexera Snow has the right to limit or deny support services until compliance is achieved.

Other Support Limitations

Standard and Premium technical support is supplied with the understanding that there are no known or demonstrable defects in any connected system which may impair the ability of Flexera Snow Software to successfully communicate or integrate with that system.

Flexera Snow works closely with our trusted suppliers of 3rd party integrations to ensure service continuity. However, on occasion suppliers may release architecture or other changes which are unplanned for that adversely affect the use of Flexera Snow Software. In such cases Flexera Snow will communicate remediation plans as soon as possible.

Resolution Process

As deemed appropriate by Flexera Snow Support, a case could be considered resolved when resolution to an incident or problem is provided. This may be a fix, workaround, or other relief.

Where an incident or problem is pending an upcoming release, which contains a known fix to the issue, it may be set to a resolved state. If assistance is needed once the release becomes available, a new case can be opened in relation to the specific support required or issue experienced at that time.

Once a support case is set to a resolved state, and no further questions are asked via the case, it will automatically close after 7 days.

Escalation Management

Flexera Snow Software is committed to delivering high-quality Products and Support to its customers. If customers are not satisfied with the handling of their case, they can request that case is escalated using the support portal.

All requests for escalation assistance will be triaged for urgency and impact before being assigned to an appropriate Manager, who will coordinate with the customer, and internally to develop an action plan to remediate the escalation.

Modifications to Support Terms

Flexera Snow may update this Policy at any time, but in no event will Flexera Snow materially degrade this Policy during the applicable Product Term for which Fees have been paid.