

## FlashGrid Technical Support Services

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This document contains information about Technical Support Services offered by FlashGrid Inc and is designed to provide guidance for customers interested in purchasing FlashGrid products and for existing customers' technical personnel.

### Scope of Technical Support Services

Cloud   FlashGrid engineered cloud systems	On-premises   Storage Fabric software
<p>FlashGrid Cluster and FlashGrid Server are delivered as pre-integrated engineered cloud systems using customizable Infrastructure-as-Code templates. FlashGrid Inc validates and supports FlashGrid proprietary software and other infrastructure software and hardware components included with the FlashGrid engineered cloud systems.</p> <p>In case of reliability, performance, integration, or compatibility problems affecting the infrastructure components listed below, opening a support request with FlashGrid Technical Support is recommended before engaging technical support of the affected component vendor. When necessary, FlashGrid will work with the affected component vendor to find a solution.</p> <p>FlashGrid engineered cloud system components:</p> <ul style="list-style-type: none"> <li>• FlashGrid Launcher</li> <li>• FlashGrid Storage Fabric software</li> <li>• FlashGrid Cloud Area Network software</li> <li>• Virtual machines or bare-metal servers of supported types</li> <li>• Disks (persistent or local) of supported types</li> <li>• Network interfaces</li> <li>• OS components that have impact on storage, network, FlashGrid software, or Oracle software operation</li> <li>• Oracle ASM, Oracle Clusterware/HAS</li> </ul> <p>Additionally, FlashGrid Technical Support will accept requests with the following types of problems:</p> <ul style="list-style-type: none"> <li>• Database performance troubleshooting in cases where storage or network may be the bottleneck.</li> <li>• Database operation failed or degraded, source of the problem unknown.</li> </ul>	<p>In on-premises deployments FlashGrid Technical Support Services cover problems and questions concerning the following components:</p> <ul style="list-style-type: none"> <li>• FlashGrid Storage Fabric software</li> <li>• FlashGrid Cloud Area Network software</li> <li>• OS components that affect FlashGrid software operation (supported operating systems only)</li> <li>• Oracle ASM or Oracle Clusterware components in case of a problem concerning integration with FlashGrid Storage Fabric software</li> </ul> <p>Additionally, FlashGrid Technical Support will accept requests with the following types of problems:</p> <ul style="list-style-type: none"> <li>• Database performance troubleshooting in cases where storage may be the bottleneck.</li> <li>• Database operation failed or degraded, source of the problem unknown.</li> </ul>

## Support Plan Options

Mission Critical 24x7 Plan offers 24x7 support coverage with the SLA specified below.

Gold 24x7 Plan is an optional add-on to the *Mission Critical 24x7 Plan*, enabling the following additional services:

- On-demand online collaboration on customer's request by phone or using a screen sharing service.
- Lead support engineer assigned to the account.
- Quarterly review of diagnostic and performance data.
- Proactive handling of early issue identification and resolution.

## Support SLA

Each support request is assigned a severity level as defined in the following table. Response time and service priority will depend on the severity level of the request.

Severity Level	Definition	Response Time
Emergency*	Severe problem impacting production system and business operations. Customer is requested to propose this severity classification with great care, so that valid Emergency Severity situations obtain the necessary resource allocation from FlashGrid.	30 minutes FlashGrid will work 24x7 until the issue is resolved or as long as useful progress can be made.
Urgent*	Production system adversely impacted.	4 hours
Normal	Non-critical problems or problems affecting non-critical systems, information requests.	One business day

\* *Emergency* or *Urgent* severity levels available only after [Go-Live review](#) of the system.

## Methods of Support

The support services are provided via email, phone, or screen sharing services. Support requests must be submitted via an online form located at <https://www.flashgrid.io/support/>. A telephone hotline for *Emergency* requests is available at **+1-650-641-2421 ext 7**.

For customers on Mission Critical 24x7 Plan, FlashGrid Support reserves the right to decide whether to use online collaboration via phone or screen sharing. On-demand online collaboration on customer's request is available with Gold 24x7 Plan.

## Third Party Support Subscriptions

To streamline resolution of problems involving 3<sup>rd</sup>-party components FlashGrid may work directly with the corresponding vendor(s). Nevertheless, customers are strongly advised to maintain their own active support subscriptions with key component vendors such as Oracle, Red Hat, AWS, Microsoft Azure, or Google Cloud.

## Disclaimer

The document does not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.