

FlashGrid Technical Support Services

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

Scope of Technical Support Services

FlashGrid Technical Support Services are provided for server clusters that have one or more of the following software products installed:

- FlashGrid Storage Fabric
- FlashGrid Cloud Area Network

In addition to handling problems directly related to the FlashGrid software the FlashGrid Technical Support Services also cover 3rd-party components that the FlashGrid software integrates with and that are critical for operation of the cluster. FlashGrid Technical Support will accept the following types of requests related to 3rd-party components:

- Problems with the OS that affect FlashGrid or Oracle software operation.
- Problems with cloud network or cloud storage infrastructure that affect FlashGrid or Oracle software operation.
- Oracle ASM or Oracle Clusterware operation affected.
- Database performance troubleshooting in cases where storage or network may be the bottleneck.
- Database operation failed or degraded, source of the problem unknown.

To streamline resolution of problems involving the 3rd-party components FlashGrid maintains partnership agreements with the key vendors including Oracle, Red Hat, AWS, Microsoft Azure. Nevertheless, customers are strongly advised to maintain their own active support subscriptions with the corresponding vendors.

Support Plans

Mission Critical 24x7 Plan. Recommended for critical clusters requiring 24x7 support coverage. Eligible for *Emergency* and *Urgent* severity support requests.

Gold 24x7 Plan. Recommended for critical clusters requiring 24x7 support coverage. Eligible for *Emergency* and *Urgent* severity support requests. The following additional services are offered:

- Dedicated support engineer
- Quarterly review of diagnostic and performance data
- Maintaining a replica of the customer's cluster in FlashGrid's cloud account for streamlined troubleshooting and testing (only for cloud environments)

Base 8x5 Plan (discontinued). For non-critical or test clusters. Should not be used for production clusters. Eligible for submitting *Normal* severity support requests only.

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 | Eligible Support Plans |
|----------------|---|--|--|
| Emergency | <p>Severe problem impacting business operations.</p> <p>Customer is requested to propose this severity classification with great care, so that valid Emergency Severity situations obtain the necessary resource allocation from FlashGrid.</p> | <p>30 minutes</p> <p>FlashGrid will work 24x7 until the issue is resolved or as long as useful progress can be made.</p> | <ul style="list-style-type: none">• Gold 24x7• Mission Critical 24x7 |
| Urgent | <p>Production system adversely impacted.</p> | <p>4 hours</p> | <ul style="list-style-type: none">• Gold 24x7• Mission Critical 24x7 |
| Normal | <p>Non-critical problems or problems affecting non-critical systems, information requests.</p> | <p>One business day</p> | <ul style="list-style-type: none">• Gold 24x7• Mission Critical 24x7• Base 8x5 |

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**.

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