

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 to customers interested in purchasing FlashGrid products and for existing customers' technical personnel.

Scope of Technical Support Services

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

Support Plan Options

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

Gold 24x7 Plan includes the *Mission Critical 24x7 Plan* plus the following additional services:

- On-demand online collaboration on customer's request by phone or using a screen sharing service.
- 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). This plan is no longer available for new customers. For test clusters only. 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
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

* Systems on the legacy "8x5" support plan are not eligible for *Emergency* or *Urgent* severity levels

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 3rd-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

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