

## Support programs

AppDynamics provides customer support via ticketing system and email access (help@appdynamics.com), which is available 24 hours a day, 7 days a week. This email account is managed by qualified support specialists, who shall use commercially reasonable efforts to answer questions and resolve problems regarding the software.

### Hours of operation

Support is available (24) hours per day, seven (7) days per week.

### Error classification

The reported errors and defects are classified in the following manner, in each case when caused by the software:

Support programs error classification	Criteria
Urgent	End user production application is down or there is a major malfunction, resulting in a business revenue loss and impacting the end user application functionality for a majority of users.
High	Critical loss of end user application functionality or performance, impacting the application functionality for a high number of users.
Normal	Moderate loss of end user application functionality or performance, impacting multiple users.
Low	Minor loss of end user application functionality or product feature in question.

### Error definition

An “error” means a reproducible malfunction in the software that is reported by end user through AppDynamics’ ticketing system that prevents the software from performing in accordance with the operating specifications described in the then-current documentation.

### Authorized support contacts

Maintenance and support will be provided solely to end user’s authorized support contacts. The order form may indicate a maximum number of authorized support contacts for end user’s service level. End user will be asked to designate its authorized support contacts, including its primary email address.

### End user’s obligation to assist

If end user reports a purported error in the software to AppDynamics, AppDynamics’ ticketing system will request the following minimum information:

- A general description of the operating environment
- A list of all hardware components, operating systems and networks
- A reproducible test case
- Any log files, trace and systems files

End user's failure to provide this information may prevent AppDynamics from or significantly delay AppDynamics' ability to identify and fix the reported error, and AppDynamics' time to respond to any error will begin when AppDynamics has received all requested information from the end user and is able to reproduce the error.

### Error resolution

If AppDynamics determines there is an error in the software, AppDynamics may, at its sole option, repair that error in the version of the software that end user is currently using or instruct end user to install a newer version of the software with that error repaired. AppDynamics reserves the right to provide end user with a workaround in lieu of fixing an error.

### Software updates and upgrades

End user must be current on fees in order to receive access to maintenance.

### Response time

AppDynamics shall use commercially reasonable efforts to respond to error tickets in accordance with the tables set forth below. AppDynamics will use reasonable means to repair the error and keep end user informed of progress. AppDynamics makes no representations as to when a full resolution of the error may be made.

### Enterprise support

Error	Initial response and acknowledgment	Manager escalation	VP escalation	Email status updates for open cases
Urgent	4 hours	1 business day	1 Week	Daily
High	12 hours	1 week	2 Weeks	Weekly
Normal	1 business day	Quarterly review for all open issues	None	None
Low	2 business days	Semi-annual review for all open issues	None	None

### End-of-life policy

Support is provided for the software version 3.5 and later. The AppDynamics' end-of-life ("EOL") policy is as follows:

- "Mainstream Support": support calls are accepted and the version is maintained with bug fix releases and patches.
- "Extended Support": support calls are accepted however the version is not maintained.
- "Out of Support": no support calls are accepted and the version is not maintained.

AppDynamics provides Extended Support for a period of 24 months after a software version's release. AppDynamics provides Mainstream Support for a period of 12 months after a version's release. For example, if version 4.0 was released in December of 2014, Mainstream Support would be provided until December of 2015. Extended Support would be provided until December of 2016. The software version 4.0 would be out of support beginning in January of 2017. For clarity, support is version-based; if end user upgraded to version 5.0 in January of 2017 when version 5.0 was released, Mainstream Support would be provided for version 5.0 beginning in January of 2017. AppDynamics does not provide maintenance or support for any customized software (or components thereof).

For third party software or technology used by end user with the software but not included with the software (a "platform", such as Java Virtual Machines), AppDynamics will follow the EOL support timeline announced by the third party vendor of such platform. AppDynamics will drop support for an EOL'd platform version when the platform vendor stops supporting that platform version.

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