

## Cadence® Bundled Per Node Support Subscription

### Supported Technologies

- Cadence®
- Apache Cassandra®, including
  - Cassandra Reaper
  - Instacluster LDAP and Kerberos connectors
  - Instacluster C\* Backup Agent
- Optionally if specified in order form, Apache Kafka® (brokers only):
  - including Apache ZooKeeper™ if used solely in conjunction with Kafka
- Optionally if specified in order form, OpenSearch®.

### Versions

The versions detailed at <https://www.instacluster.com/support/documentation/useful-information/life-cycle-status-of-application-versions/> as GENERALLY AVAILABLE, DEPRECATED, CLOSED, LEGACY SUPPORT, or otherwise mutually agreed between the parties.

### Support Channels

- **Email** [support@instacluster.com](mailto:support@instacluster.com)
- **Web form** at [support.instacluster.com](https://support.instacluster.com)
- **Web chat** at [support.instacluster.com](https://support.instacluster.com)

## Support Inclusions

Support services are for dealing with well-defined issues and queries in a joint investigation with Customer's staff managing your deployment and include bug-fixes/work arounds for Instacluster certified features of Supported Technologies.

The following types of support requests are accepted for only those Supported Technologies, clusters, and nodes identified in the Service Scope:

- Performance issues
- Cadence operations best practice advice and troubleshooting specific data model issues
- Stability and functionality issues
- Operational issues such as backups and other operational tasks
- Version upgrades
- Any other support requests Instacluster agrees to accept.

## Support Exclusions

The following types of activities are generally excluded:

- Direct access to Customer's environment for fault diagnosis and/or implementing changes
- Application architecture, design, and implementation
- Open source technology training
- Attendance at the Customer site
- Activities or products that are not listed under Instacluster's support inclusions, including, but not limited to, broader advice on open source technology strategies and implementations
- Debugging of customer Cadence workflow application logic or implementation issues.

## Customer Responsibilities

To ensure continued provision of effective support services Customer agrees to fulfill the following responsibilities:

- Day-to-day management of Customer's deployment including, but not limited to:
  - Access management (users and networks)
  - Patch and vulnerability management
  - Monitoring
  - Change management
  - Security management
  - Regular maintenance tasks
- Implementing all reasonable requests from Instaclustr support to prevent operational issues arising in Customer's deployment
- Planning for significant changes on operational load or data volumes in Customer's deployment and provision capacity in anticipation of those loads
- Customer must use a Linux-based operating system
- Fees for support services do not include recovery of Customer's deployment where Customer has failed to meet its responsibilities under this Agreement.

Customer's representative will be responsible for nominating up to 5 further named contacts who are authorised to use the Instaclustr support service and for advising Instaclustr should any contact no longer be authorised. Instaclustr will operate on the basis that any named support contact is authorised to access all Customer's related information supplied to Instaclustr.

## Required Third Party Services

- **Zendesk:** Instaclustr uses Zendesk as its support ticketing system. Customer will be required to establish a Zendesk user account (no additional fees apply).

## Support Prioritization

Support tickets are assigned a severity level that helps us prioritize issues for remediation. Urgent issues are worked 24x7 until they are resolved, or severity reduced. High tickets are worked continuously with updates provided every 4-6 hours until they are resolved, or severity reduced. Normal and Low priority issues are worked during the working hours of the assigned Support team member.

## Severity Definitions

| Severity Level | Classification | Description   |
|----------------|----------------|---|
| 1              | <b>URGENT</b>  | <ul style="list-style-type: none"> <li>Total cluster outage or an outage having a significant impact on a customer's business.</li> <li>An event causing significant degradation of a cluster's service with a moderate impact on customer's business.</li> <li>An event identified as a significant and immediate risk of causing a total cluster outage or significant degradation in service.</li> <li>Incidents impacting non-production clusters will not be classified Urgent.</li> </ul> |
| 2              | <b>HIGH</b>    | <ul style="list-style-type: none"> <li>Intermittent (but not persistent or current) significant degradation of cluster service.</li> <li>Incidents impacting non-production clusters will not be classified High.</li> </ul>  |
| 3              | <b>NORMAL</b>  | <ul style="list-style-type: none"> <li>An incident with effects that are inconvenient though not impacting a customer's business.</li> <li>Normal is the maximum priority that will be assigned to non-production clusters.</li> </ul>  |
| 4              | <b>LOW</b>     | <ul style="list-style-type: none"> <li>Request for information.</li> </ul>  |

## Adding or Removing Nodes

Customer will notify Instacluster immediately should Customer add to, or remove nodes from, the supported cluster(s). Fees payable will be adjusted according to the pricing set out in the Service Charge section. Should Customer fail to notify Instacluster of additional nodes, Instacluster has the right to back-charge any fees payable to the time the additional nodes were added to the cluster. Instacluster may, at reasonable periods, require proof of the number of nodes running in the supported cluster(s).

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