//// StorMagic

SUPPORT GUIDE

STORMAGIC SUPPORT POLICY AND LIFECYCLE

SUPPORT LEVELS

StorMagic's support policy consists of Pre- Sales Support, Gold Support and Platinum Support. These support plans contain varying levels of support in relation to response time, supported hours and the type of service. In addition, StorMagic support requests are categorized in four levels depending on the severity of the issue *(see severity table on page 3)*

StorMagic Support will endeavour to assist, diagnose and fix issues relating to StorMagic software. This assumes that the software has been installed and configured following StorMagic best-practices and installation guides.

Any issues identified that are not directly related to StorMagic software, including hardware issues, incorrect hardware drivers/firmware, networking mis-configuration, hypervisor configuration, etc. will be out of scope and not covered by the StorMagic support contract. However, StorMagic support may be able to direct you to possible solutions that could resolve the problem.

PRE-SALES SUPPORT

When a customer is in the trial period they will receive Gold Support, a demonstration and assistance with the first installation.

	GOLD SUPPORT	PLATINUM SUPPORT
Hours of operation	8 hours a day[1] (Mon – Fri)	24 hours a day[2] (7 days a week)
Length of service	1, 3 or 5 years	1, 3 or 5 years
Product updates	Yes	Yes
Product upgrades	Yes	Yes
Access method	Email	Email + Telephone (via platinum engagement form on **support.stormagic.com**)
Response method	Email + WebEx	Email + Telephone + WebEx
Maximum number of support administrators per contract	2	4
Response time	4 hours	1 hour
KMaaS Maintenance	-	24 hour notification period of maintenance

[1] Gold Support is only available from 07:00 UTC/DST to 01:00 UTC/DST. If your business hours fall outside this window, you must purchase Platinum Support
[2] Global, 24x7 support for Severity 1 - Critical Down & Severity 2 Degraded issues

LAPSED SUPPORT AND PENALTIES

StorMagic will endeavour to notify customers when support contracts require renewal. Should a support contract be allowed to lapse or is out of date, access to support staff, patches and bug fixes will be unavailable until a new contract is in place. It is not always possible to process new requests immediately and may take several days for a new contract to be in place. Support will not be offered in this period.

The new support contract will be backdated to the date when the original support contract lapsed. This period will be charged for at the current support rate plus a 20% penalty. The minimum of 1 year's support must also be purchased to ensure there is a current valid support contract in place. This period will be charged at the standard rate.

PRODUCT LIFECYCLE MATRIX

General Support begins on the date of general availability of a Major Release ("GA") and lasts for a fixed duration. General Support, for customers with a valid support contract, includes maintenance updates and upgrades, bug and security fixes, and technical assistance.

Technical Guidance, if available, is provided from the end of the General Support and lasts for a fixed duration. Technical Guidance is available primarily through the self-help portal and telephone support is not provided. Customers can also open a support request online to receive support and workarounds for low-severity issues on supported configurations only. During Technical Guidance, StorMagic does not offer new updates, new security patches or bug fixes unless otherwise noted. Technical Guidance is intended for usage by customers operating in stable environments with systems that are operating under reasonably stable loads.

SvSAN LIFECYCLE MATRIX

VERSION	GENERAL AVAILABILITY (YYYY / MM / DD)	END OF SUPPORT (YYYY / MM / DD)	END OF TECHNICAL GUIDANCE (YYYY / MM / DD)
SvSAN 6.3	2022 / 05 / 12	2027 / 05 / 12	2029 / 05 / 12
SvSAN 6.2	2018 / 06 / 13	2025 / 06 / 13	2027 / 06 / 13
SvSAN 6.1	2017 / 04 / 27	2022 / 04 / 27	2024 / 04 / 27
SvSAN 6.0	2016 / 09 / 01	2021 / 09 / 01	2023 / 09 / 01
SvSAN 5.3	2016 / 01 / 05	2021 / 01 / 05	2023 / 01 / 05

SvKMS LIFECYCLE MATRIX

VERSION	GENERAL AVAILABILITY (YYYY / MM / DD)	END OF SUPPORT (YYYY / MM / DD)	END OF TECHNICAL GUIDANCE (YYYY / MM / DD)
SvKMS 2.6	2021 / 05 / 11	2026 / 05 / 11	2028 / 05 / 11
SvKMS 2.5	2020 / 11 / 10	2025 / 11 / 10	2027 / 11 / 10
SvKMS 2.4	2020 / 07 / 01	2025 / 07 / 01	2027 / 07 / 01
SvKMS 2.3	2020 / 04 / 06	2025 / 04 / 06	2027 / 04 / 06
SvKMS 2.2	2019 / 09 / 30	2024 / 09 / 30	2026 / 09 / 30
SvKMS 2.1	2019 / 06 / 17	2024 / 06 / 17	2024 / 06 / 17
SvKMS 2.0	2019 / 03 / 11	2024 / 03 / 11	2024 / 03 / 11
SvKMS 1.1	2018 / 09 / 11	2023 / 09 / 11	2025 / 09 / 11

SEVERITY	DEFINITION	SvSAN EXAMPLE(S)	SvKMS EXAMPLE(S)
SEVERITY 1 *CRITICAL DOWN*	**There is a major issue that is severely impacting the business operations** ● Substantial loss of service and data isunavailable resulting in business operations being severely disrupted ● All or a substantial portion of mission critical data is at a significant risk of loss or corruption	● A production SvSAN environment is down/ unavailable or at severe risk of failure ● Data is unavailable. An issue with SvSAN has resulted in Data corruption or Data loss	● A production SvKMS environment is down/ unavailable or at severe risk of failure ● Keys stored in SvKMS are currently unavailable. An issue with SvKMS has resulted in keys not being available to a workflow/ application causing significant impact
SEVERITY 2 *DEGRADED*	**There is limited impact to business operation** ● Functionality is severely impaired. However, data is available and operations can continue in a restricted fashion ● Major performance issues related to storage are being experienced ● There is risk of further failures which would escalate the issue to Severity 1	● A production SvSAN environment is not currently in a highly available or optimal state, with no workaround available	● A production SvKMS environment is not currently in a highly available or optimal state, with no workaround available
SEVERITY 3 *MINOR*	**There is minor impact on the business** ● A non-production system (e.g. test system, evaluation/ proof of concept environment) is down or degraded ● Non-critical functionality has been lost ● Minor performance issues related to storage are being experienced	● A SvSAN environment is in a degraded state. However, there is a workaround in place to ensure the storage is available to ensure the data is available	● A production SvKMS environment is in a degraded state. However there is a workaround in place to ensure resiliency and workflows are still serviced
SEVERITY 4 *NORMAL*	**There is no impact to the business**	● General product usage questions ● Cosmetic issues including minor display issues, errors/feedback in the documentation ● Feature requests or product improvements	● General product usage questions ● Cosmetic issues including minor display issues, errors/feedback in the documentation ● Feature requests or product improvements

PROFESSIONAL SERVICES

Please contact our sales team about our professional services offerings:
sales@stormagic.com

GOLD SUPPORT BUSINESS HOURS	ELIGIBLE TIME ZONES
CANADA, USA & MEXICO local 9am - 5pm	Atlantic Time (UTC -04:00) Eastern Time (UTC -05:00) Central Time (UTC -06:00) Mountain Time (UTC -07:00) Pacific Time (UTC -08:00)
SOUTH AMERICA local 9am - 5pm	South American Eastern Time (UTC -03:00) South American Western Time (UTC -04:00) South American Pacific Time (UTC -05:00)
EUROPE local 9am - 5pm	Greenwich Mean Time/Western European Time (UTC +00:00) Central European Time (UTC +01:00) Eastern European Time (UTC +02:00)
AFRICA local 9am - 5pm	Greenwich Mean Time (UTC +00:00) West Africa Time (UTC +01:00) Central Africa Time/South Africa Time (UTC +02:00)
MIDDLE EAST local 9am - 5pm	Eastern European Time (UTC +02:00)