

## Turbot Pipes Service Level Agreement

This Service Level Agreement along with the Service Description provide additional details together with the Turbot Master Subscription Agreement ("**Terms**") which are governed and are incorporated into each Order entered into by Turbot HQ, Inc ("**Turbot**," "**we**," "**our**" or "**us**") and customers (each a "**Customer**," "**you**" or "**your**") for Turbot Software, Subscription, Support, or consulting Service(s) (collectively the "**Service**").

### Support Terms

#### 1. Technical Support

Turbot shall provide the following technical Support Services, in accordance with the severity levels set forth herein, and will work with Customer's named contact(s) ("Authorized Users") to understand the severity of the issue. Customer and its Authorized Users may contact Turbot's technical support via the support channels below:

- **Email:** [support@turbot.com](mailto:support@turbot.com)
- **Web form:** <https://support.turbot.com>
- **Community:** [Turbot Slack Community](#) #pipes channel.
- **Phone:** Turbot does not offer inbound or on-demand phone support. There may be instances where conducting a call, video call, or screensharing session could expedite resolution of a support issue. In such cases, our support engineer may propose a call, but this will be determined after the support issue has been submitted via Email, Web form, or through the Community channel.
- **Status Page:** <https://turbot.com/status>
- **Documentation:** <https://turbot.com/pipes/docs>

#### 2. Definitions

- **"Error"** means a malfunction in the Turbot Service that can be duplicated by Turbot that materially degrades the use or performance of the Customer business system the Turbot Service manages ("Business System").
- **"Fix"** means the repair or replacement of object code versions of the Turbot Service to remedy an Error.
- **"Best effort"** refers to commercially reasonable efforts to provide, report and test fixes to Errors in the Covered Service that affect the efficiency or use of the Covered Service - provided that software program fixes will be provided for the current Release in production only.
- **"Response time"** means the elapsed clock time between (i) the Software Service Request to report a problem and (ii) a Turbot confirming acknowledgement of the reported problem.
- **Critical response time:** Critical response times are based on elapsed time ("Clock Hours"), calculated 24 hours a day, 7 days a week, including holidays.

- **Non-critical response time:** Non-critical response times are based on business hours ("Business Hours"), calculated within 8am-6pm US Eastern Time, Monday through Friday, excluding US Federal Holidays.
- **"Release"** refers to software that has been compiled and published into packaged version updates. Releases for the Service are made to maintain the Service for the Customer with Fixes and new features. Releases for the Service are managed and maintained by Turbot for Turbot Support as part of Service Maintenance.
- **"Named Contact", "Technical Contact", "Authorized User"** means a Customer contact with an active user profile, within an active subscription to Turbot Pipes.

### 3. Support Services Scope

- **Critical severity support:**
  - 24x7 coverage for Critical errors.
  - Critical severity support is applicable for Enterprise tier Customers.
  - Critical tickets can be submitted via email with "Critical!" at the start of the subject line for critical errors which our on-call support engineers can respond to within the response time SLAs.
  - Critical errors are when Customers experience the Turbot Pipes Service to be:
    - Unavailable and completely unusable access to the service for over at least 30 minutes. Example, Turbot Pipes is showing 500 errors for multiple users in the Customer's organization.
    - Degraded performance over multiple hours, extremely slowed with no acceptable workaround solution.
    - Turbot Pipes service is "down", unavailable, or completely unresponsive; and an incident is not reported on <https://turbot.com/status>.
    - Turbot Pipes always shows 4xx or 5xx errors on every page, and other 3rd party websites are accessible.
    - All users in the organization are unable to login to Turbot Pipes.
- **Non-critical support:**
  - Primary Business Hours Support Services are from 8am-6pm US Eastern Time, Monday through Friday, excluding US Federal Holidays.
  - For Team and Enterprise support tier customers.
  - Non-critical tickets can be submitted via email or web form (no specific email subject required) for non-critical errors our global support team can respond to within the response time SLAs.

- Non-critical errors are when Customers experience the Turbot Pipes Service to be:
  - A single user is unable to login to Turbot Pipes through the console, DB connection, or API.
  - Turbot Pipes console and dashboards are slower than usual.
  - A pipeline event is failing on one or more workspaces.
  - One or more pages are not responding in the browser, but most pages load successfully.
  - One or more connections are in error state, but most are connected successfully.
- **Response time service levels:**
  - Developer Support tier:
    - Best Effort support; commercially reasonable efforts to report and test fixes to Errors.
    - Any question or comment raised in the Community forum is based on Best Effort support.
  - Team Support tier:
    - Non-critical: 8 Business Hours
  - Enterprise Support tier:
    - Critical: 4 Clock Hours
    - Non-critical: 8 Business Hours
- **Language:** Turbot provides global support written and spoken in English
- **Locations:** Turbot Support is a virtual team located globally across the United States, Canada, Brazil, United Kingdom, India, Australia, and New Zealand.

#### 4. Turbot Service Maintenance

When Customer agreements and payment status are active, Turbot shall make available updates of Covered Service to Customer without further charge. Turbot will maintain the Service with Fixes to Errors as ongoing upkeep and improvement to the Service.

#### 5. Customer Obligations

- **Customer Assistance** Customer shall: (i) make reasonable efforts to resolve Customer issues or identify issues as relating to the Turbot Service prior to contacting Turbot for Support Services; and (ii) provide Turbot with sufficient information and resources to address the Error, and access to the personnel, hardware, and any additional software as reasonably necessary to enable Turbot to reproduce, analyze and address the Error; and (iii) if required, provide remote access or remote screensharing to the affected environment.

- **Mandatory fixes** Customer must apply and implement any fixes designated by Turbot to be required for the Service to work, known as "Hot Fixes" or "Mandatory Fixes." Turbot shall not be responsible or liable for any commercial, legal, or financial impact, liabilities, or defects in the system due to Customer's failure to apply or implement such fixes.

## 6. Exclusions

Turbot is not obligated to provide Support Services when:

- Turbot Service has been changed, modified or damaged by the Customer.
- Issue is caused by Customer's negligence, misuse of software or hardware, hardware malfunction, or other causes beyond the Turbot Service.
- Issue is caused by hardware, third-party software, or infrastructure not provided by Turbot.
- Version of the Turbot Service in use is not currently a supported version.
- Customer does not have an active agreement with Turbot, or their payment status is not current.
- There is non-compliance with our recommended configurations, Acceptable Use Policy, and provided documentation.

In such cases, and at its discretion, Turbot will provide 'best effort' support, which may result in additional Time and Material service charges.

## 7. Changes

Turbot reserves the right to change or update this Service Level Agreement at any time. We will provide at least 30 days notice of any significant changes. Notice may be given through various communication channels, including but not limited to, Turbot's website, direct communication, or other appropriate means. Changes will become effective and binding on the date specified in the notice. If you continue to use the support services after this date, it will constitute your acceptance of the changes.

## 8. Issue Priorities

When Customer reports through an Authorized User via Email or Website channels, a new incident is considered non-critical unless the Customer is in an active Enterprise tier and submits a critical ticket with "Critical!" at the start of the subject via email. Non-critical issues shall be processed by Turbot according to its severity level and in the order that the incident was reported within their respective SLAs.

Note: Most critical outages have been ultimately traced to unannounced network, cloud provider, or identity provider errors and outages. For any submitted issue, it is always recommended to ensure you evaluate your environment for these 3rd party impacts that may affect your Turbot Service prior to or in parallel with contacting Turbot Support.

## 9. Best Effort Support

Best Effort support is provided in the following circumstances:

- If the Customer is only using the Turbot Pipes Developer tier, which operates on a Best Effort basis.
- Any queries or issues submitted through the Community forum will receive Best Effort support, irrespective of the Customer's subscription tier.

In the context of this SLA, "Best Effort" means that while Turbot will strive to address and resolve the issue, there are no guaranteed response times.

## 10. Support Plan Tiers Summary

- **Developer:** includes our free, public community forum supported by Turbot and the community to respond to your product questions. Users in this tier can submit Account, Billing, and Access issues through email or the web form. Any other issues submitted will be covered by Best Effort.
- **Team:** including features from the Developer tier, the Team tier includes non-critical issues to be submitted as private support cases under response time service levels. The Team tier includes Business Hours Coverage (10x5, 8AM-6PM ET) with Response Time SLAs of 8 Business Hours for non-critical issues.
- **Enterprise:** including features from the Developer and Team tiers, the Enterprise tier includes global hours coverage (24x7) with response time service levels of 8 Business Hours for non-critical issues, and 4 clock hours for critical issues.

Support Tier	Developer	Team	Enterprise
Documentation	Yes	Yes	Yes
Community Support	Yes	Yes	Yes
Service Levels	-	Yes	Yes
24x7 Support	-	-	Yes
First Response - Non-critical	Best Effort	8 business hours	8 business hours
First Response - Critical	-	-	4 clock hours