

Support Policy

Effective date: 20th March 2024

Warren provides the Partner maintenance and support services in accordance with the following terms and conditions.

All the capitalized terms not defined herein shall be used in the meaning defined in the General Terms and Conditions.

1. Scope

- 1.1. Warren shall provide the following support services to the Partner:
 - 1.1.1. Monitored email support;
 - 1.1.2. Manned Slack channel support;
 - 1.1.3. Remote assistance using a Virtual Private Network, where available.

2. Submitting requests for support

- 2.1. Any problems with the Platform should be immediately reported to Warren.
- 2.2. Problems can be reported via Slack Channel or e-mail to support@warren.io during the standard support service hours.

3. Uptime and Service Credits

Warren will use commercially reasonable efforts to make the End Customer resources (virtual machines) available for access by Partner and End Customers 99.95% of the time, measured on a monthly basis (Outages), excluding Planned Outages and Outages due to improper configuration of the software caused by the Partner or Partner's use of unsupported hardware, software or insufficient hardware redundancy.

“Planned Outages” means the installation of upgrades, routine application server or network configuration changes, and other reasonable maintenance activities.

“Outages” means:

- 1) When a single virtual machine has no external connectivity.
- 2) Other than a single virtual machine, when all of the running instances or running tasks, as applicable, deployed in two or more virtual machines in the same single virtual machine region concurrently have no external connectivity.
- 3) When all of the attached volumes deployed in two or more virtual machines in the same region perform zero read/write IO, with pending IO in the queue.

In the event that Warren is unable to meet the guaranteed 99.95% service level agreement, the Outages shall be compensated as follows:

Monthly Uptime Percentage	Service Credit Percentage
in case of service Outages is less than 99.95% but equal to or greater than 99.0%	10%
in case of service Outages is less than 99.0% but equal to or greater than 95.0%	30%
in case of service Outages is less than 95.0%	100%

Warren will apply any Service Credits only against future payments for the applicable Included Service otherwise due from you. At our discretion, we may issue the Service Credit to the next invoice you pay for the billing cycle in which the Outages occurred. Service Credits are calculated for the percentage of End Customers affected based on their revenue that is generated via the Platform as a subscription fee for Warren. Service Credits will not entitle you to any refund or other payment from Warren. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one hundred euros (€100 EUR). Service Credits may not be transferred or applied to any other account.

4. Availability

- 4.1. Standard support services will be available to the Partner according to the following:
 - 4.1.1. Monitored email support 9:00- 17:00 EST;
 - 4.1.2. Manned Slack channel support 9:00- 17:00 EST;
 - 4.1.3. Remote assistance 9:00- 17:00 EST;
- 4.2. The provision of support services outside of the standard support service hours will be agreed upon and priced on an on-demand basis.
- 4.3. Warren shall provide the support services in the English language.

5. Prioritization, response, and resolution deadlines

- 5.1. Warren shall handle the problems according to the priorities and deadlines indicated below:

Priority	Description	First Response	Resolution	Goal
Critical	Outage or unavailability of over 30% of End User resources (virtual machines)	30min	4h	95%
High	Outage or unavailability of End User resources (virtual machines)	1h	8h	90%
Normal	Outage or unavailability of Warren platform UI & API	2h	16h	85%
Low	Unavailability of supporting functions or Add-on Products	4h	32h	80%

- 5.2. The first response and resolution deadlines shall be calculated from the receipt of the notification. If the notification is sent outside the standard support service hours, the response and resolution deadlines shall be calculated from the time the standard support service is available to the Partner.
- 5.3. The Partner is aware that some of the requests may require further investigation and/or internal escalation by Warren technical specialists. The resolution of such issues may be dependent on the availability of the diagnostics information from the Partner, and the Partner shall cooperate with Warren to ensure timely resolution of issues and problems. In this case, Warren shall monitor events at every stage throughout the diagnostic process and keep the Partner informed of the progress.

6. Expenses

- 6.1. The Partner shall compensate Warren for all the expenses incurred due to Warren's processing of a support request, the resolution of which is out of the scope of responsibility of Warren. Such as software components not part of the Warren platform, underlying hardware and related configurations, end-user application-specific issues, etc.

7. Changes to the Support Policy

- 7.1. Warren reserves the right, at its sole discretion, to amend the Support Policy at any time and will update this Support Policy in the event of any such amendments. Warren will notify the Partner of material changes to the Support Policy at least 30 days prior to the change taking effect by posting a notice on the Platform. For non-material modifications, the Partner's continued use of the Platform constitutes agreement to Warren's revisions of the Support Policy.

8. Miscellaneous

- 8.1. The terms and conditions set forth in the Terms shall apply to the Support Policy.
- 8.2. In the event of any discrepancy between the Support Policy and the Terms, the Support Policy shall prevail.