graylog

SUPPORT TERMS

1. **Support Services**.

    a. <u>Description.</u> Upon payment of the Fees set forth in the Order Form and during the Subscription Term for which the Customer is subscribed for Support Services (and current on all fees), Graylog shall perform the Support Services set forth below.

    b. <u>Subscription Level.</u> The level of Support Services to which the Customer is subscribed, is set forth in the Order Form.

    c. <u>Scope.</u> Support Services are defined as providing assistance to the Customer with queries regarding the use, configuration, installation, or troubleshooting of Graylog software. This includes answering questions, attempting to recreate reported issues, and guiding the Customer to a direct solution or an existing resource containing the needed information. Graylog Support Services are advisory in nature; Graylog does not perform direct actions on the Customer's systems, such as executing commands, making changes to configurations, or accessing the Customer's environment.

    d. <u>Hours.</u> Support Hours: 12:00 AM to 11:59 PM UTC, Monday through Friday.

    e. <u>Support Contacts.</u> The Customer is to provide the contact details of at least 2 Support Services contacts within the Customer's organization.

2. **Methods of Support**.

    a. <u>Implementation Services</u>. Graylog provides implementation services dependent on license or subscription size. The details and scope are to be determined by the Customer Success Manager prior to implementation.

    b. <u>Training</u>. Training Services on common Graylog Activities are available from https://academy.graylog.org. Updates may include features that require additional training. Additional training and training in additional mediums, such as live, instructor-led training, is available for additional fees.

    c. <u>Documentation</u>. Technical documentation is provided at https://docs.graylog.com.

    d. <u>Self-Serve Portal.</u> Graylog provides, subject to availability of the platform designed by Graylog, the ability to view, monitor, create, and respond to support tickets through a Self-Serve portal available at https://helpcenter.graylog.org.

    e. <u>Email.</u> The primary communication method for Customer Support is email. Unsolicited emails to support@graylog.com will create a Support ticket based on the Customers email domain and attach it to the recognized organization. Responses to tickets will be added to the existing Support tickets.

    f. <u>Video Conferencing.</u> Graylog may provide video conferencing assistance to the Customer using Zoom, the video conference platform as designated by Graylog. Any other video conference tool will be a best effort and Service not guaranteed.

g. <u>Support Ticket Management</u>. Graylog will provide communication through Graylogs support ticket platform, these may be received or delivered by email, web portal and any other capabilities of the third party system Graylog designates.

3. **Software Maintenance Services**.

 a. <u>Description</u>. Upon payment of the fees set forth in the Order Form and during the term for which the Customer is subscribed for Support Services (and current on all fees), Graylog shall provide the Customer with Updates designated as General Release during the applicable Subscription Term. Such Updates shall be provided to the Customer at no additional charge.

 b. <u>Customer Responsibilities</u>. The Customer is responsible for following the Graylog requirements as published on the current iteration of the Installation Compatibility Matrix as of the time of signing. This includes third-party requirements for the Graylog components of MongoDB and Opensearch. The Customer is responsible for the maintenance and implementation of all Infrastructure required. The Customer is responsible for installing Updates to Graylog on their Infrastructure. Alternatively, the Customer may enter into a separate written agreement with Graylog for Graylog to perform such installations for an additional fee.

 c. <u>Limitations.</u> Graylog will make generally available the Updates for the current and previous "point releases" of the General Release software for one year after the General Release of that version, outlined within public facing documentation in the Supported Versions Matrix.

4. **Limitations of Services**

 a. <u>Software and Hardware.</u> The Customer shall not be entitled to any other software, or Support Services of any other software, hardware, configuration, infrastructure or services as part of this agreement.

 b. <u>Version.</u> Graylog shall offer Support Services for no more than 24 months past the published release date of a "point release", outlined within public facing documentation in the Supported Versions Matrix. Alternatively, the Customer may enter into a separate written agreement with Graylog for Graylog to extend the duration of Support Services for an additional fee.

 c. <u>Infrastructure.</u> The Customer is responsible for the Infrastructure meeting the requirements to run Graylog and its components for the specific version they are using or intend to use. If the Customer requests Support Services and Graylog determines that the root cause is due to the Customer's incorrect or improper administration of the Infrastructure, Graylog is not responsible for the correction of the infrastructure nor any events resulting from the Customer following or attempting to follow advice offered regarding potential Infrastructure remedies. Alternatively, the Customer may enter into a separate written agreement with Graylog for Graylog to attempt to resolve Infrastructure issues for an additional fee.

 d. <u>Data Protection</u>. Protecting the integrity, usability, readability or privacy of Data is the Customers responsibility. Graylog shall have no responsibility for loss of or damage to Customer's data, regardless of the cause of any such loss or damage. The Customer shall take all necessary steps to protect its data.

 e. <u>Updates.</u> Customer acknowledges and agrees that Updates may include or remove features and the return or removal of these features to Graylog is not part of these

Support terms. To maintain Support Services, Customer agrees to apply an Update at least once every 24 months in perpetuity or until these terms are amended.

f. <u>Third Party Limitations</u>. Graylog requires Opensearch and MongoDB. Graylog will offer assistance to common, known problems on a best effort basis with these solutions but is not the owner, authority nor Customer Support agent for these platforms.

5. **Definitions**

"<u>Fees</u>" means the fees described on each Order Form.

"<u>General Release</u>" means the software currently or previously made available for download from the Graylog public website and not labeled as an alternative such as 'Alpha', 'Beta', 'Release Candidate' or other non-General Release indicators.

"<u>Infrastructure</u>" means the suite of technologies, including software, hardware, Operating Systems, networking, virtualization, automation, or containerization that combine to provide the technology environment capable of running Graylog and its components MongoDB and Opensearch.

"Installation Compatibility Matrix" is provided within the public facing documentation at: https://go2docs.graylog.org/current/downloading_and_installing_graylog/compatibility_matrix.htm

"<u>Order Form</u>" means a document executed by Graylog and Customer pursuant to which Customer orders Software and Support Services hereunder.

"<u>Root Cause</u>" means the specific description of a technical scenario that resulted in an unexpected behavior of a software or service.

"<u>Software</u>" means the computer software applications listed on any Order Form executed in connection with these Terms, including any Updates thereto.

"<u>Subscription Term</u>" means the term for the license grant and Support Services that is specified on each Order Form.

"<u>Support Services</u>" means providing assistance to a customer with their query regarding the use, configuration, installation, or troubleshooting of Graylog as described in these Support Terms**.**

"<u>Supported Versions Matrix</u>" is provided within the public facing documentation at: https://go2docs.graylog.org/current/setting_up_graylog/supported_versions.htm

"<u>Updates</u>" means subsequent releases of the Software and/or the Documentation provided hereunder, such as (a) bug or error fixes, patches, workarounds, and maintenance releases, and (b) releases that introduce new and significant features and functionality.

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