



## SUPPORT TERMS

These Support Terms (“**Support Terms**”) are entered into as of the date last signed (“**Effective Date**”) between Graylog, Inc., a Delaware corporation, located at 1301 Fannin St., Suite 2000, Houston, TX 77002 (“**Graylog**”), and the customer executing the General Terms (“**Customer**”).

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

Following is a description of the Support Services. The level of Support Services to which customer is subscribed set forth in the Order Form:

*Enterprise:* Support Hours: 3:00 AM to 8:00 PM Eastern, Monday through Friday  
Unlimited number of support inquiries  
6 Support Services contacts within Customer’s organization

- 2. Methods of Support.**

- a. Jumpstart.** Graylog will provide a one-hour offsite Jumpstart support session to Customer as soon as reasonably practical after the Effective Date, regardless of the Subscription Level. Graylog may, at its discretion, offer onsite support, which may incur additional fees.
- b. Training.** Formal training is not included in the Jumpstart session. Additional training is available and may incur additional fees.
- c. General.** Graylog may provide telephone assistance to Customer at telephone numbers designated by Graylog.
- d. Preparing for Call.** Customer should have the following information and materials ready when calling for support: (a) customer number, (b) product version, and (c) direct access to the network device (if possible) with the error.
- e. Remote Support.** Graylog may provide remote assistance to Customer via a Customer or Graylog provided remote collaboration tool.
- f. Support Contact.** The Customer’s primary point of contact for Support Services under these Terms is:

Contact name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_

- g. First Level Support/Single Point of Contact.** All communications relating to the Support Services shall be supervised, coordinated, and undertaken by no more than 1 designated contact person, in accordance with Customer’s Subscription Level, for each separate support inquiry who shall act as a single point of contact between Customer and Graylog.

### 3. Maintenance Services.

- a. Description. Upon payment of the fees set forth in the Order Form and during the term for which Customer is subscribed for Support Services (and current on all fees), Graylog shall provide Customer with Updates generally released to customers during the applicable Subscription Term. Such Updates shall be provided to Customer at no additional charge.
- b. Limitations. Except for Updates, Customer shall not be entitled to any other software as part of Support Services. Graylog shall offer Support Services on the current version and immediately prior released version of the Software in accordance with Graylog's lifecycle and/or end-of-life policy unless Customer and Graylog otherwise enter into a mutually agreeable written agreement for additional Support Services. If Customer notifies Graylog of a problem and Graylog determines that the problem is due to Customer's incorrect or improper use of the Software or failure to comply with the terms of these Terms (as opposed to a defect in the Software), Graylog may enter into a mutually agreed work order for Graylog to correct the problem, under which Customer would pay Graylog its then current time and materials rate for all services provided and all expenses associated with performance of those services, whether or not the problem is corrected. Graylog shall have no responsibility for loss of or damage to Customer's data, regardless of the cause of any such loss or damage. Customer shall take all necessary steps to back up its data. Standard maintenance and support do not include any on-site services. On-site services may be available for an additional fee. Customer acknowledges and agrees that Updates may require additional training of Customer's personnel.

### 4. Definitions

"Fees" means the fees described on each Order Form.

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

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

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

"Support Services" means the services described in these Support Terms.

"Updates" 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.