



SUPPORT POLICY: SAILPOINT APPLICATIONS

This SailPoint Support Policy: SailPoint Applications (“**Support Policy**”) describes SailPoint’s Support and Maintenance Services available to a customer who has purchased SaaS Services or Software (each, a “**SailPoint Application**”) or a combination of both, for use in accordance with the applicable SaaS Agreement or Software License Agreement (or some hybrid combination of the two) in effect between SailPoint and the customer (as applicable, the “**Agreement**”). Except as otherwise modified or defined herein, capitalized terms shall have the same meaning as in the Agreement and/or the applicable Order.

1. Definitions.

“**Business Hours**” or “**Local Business Hours**” means, for each customer, Monday-Friday, 8am-6pm (08:00-18:00 hours) in the local time zone chosen by the customer, excluding local holidays.

“**Documentation**” means the user guides and any release notes made available by SailPoint to customers regarding the use or operation of the same SailPoint Application.

“**Fix**” or “**Bug Fix**” means SailPoint’s repair or replacement of a SailPoint Application in the form of a patch or e-fix to remedy a Problem such that the functionality of the SailPoint Application is substantially restored to conformity with the Documentation.

“**Problem**” means a defect in a SailPoint Application as defined in the applicable Documentation and which significantly degrades one or more features or the functionality of the SailPoint Application.

“**Respond**” means acknowledgement of SailPoint’s receipt of a customer’s notice of a Problem via an email to the customer’s designated support contact containing SailPoint’s assigned support engineer name, the date and time assigned, the Problem Severity Level assigned to the Problem, and other information.

“**Updates and Enhancements**” means all extensions, enhancements and other changes that SailPoint, at its sole discretion, makes or adds to a SailPoint Application, and which SailPoint furnishes, without charge, to all customers who are entitled to Support and Maintenance Services for the same SailPoint Application.

“**Workaround**” means a suggested change in procedures followed or data supplied by a customer to avoid a Problem without substantially impairing the customer’s use of the affected SailPoint Application.

2. Support Offerings. This Support Policy outlines Premium Support and Maintenance Services for SailPoint Applications:

SaaS Support: Software-as-a-Service Premium Support and Maintenance Services. At a minimum, customers who purchase SailPoint’s SaaS Services will receive Premium Support and Maintenance Services in accordance with this Support Policy for no additional fee during the SaaS Term stated in the applicable Order.

Software Support: Software Premium Support and Maintenance Services. At a minimum, customers who purchase a Term Software License will receive Premium Support and Maintenance Services in accordance with this Support Policy for no additional fee during the License Term stated in the Order.

Premium and other Support Sold Separately. Customers who purchase a Perpetual Software License must purchase a first year of Premium Software Support in accordance with this Support Policy. The annual fees due for Software Support for Perpetual License Software will be calculated in accordance with Section 7 (Software Support) below.

Other Support. Platinum Support or other support options may be available to enhance Support and Maintenance Services for Perpetual License Software. Platinum Support may be available for an additional fee as an upgrade from the Premium Support otherwise included for Term License Software or SaaS Services. SailPoint provides Platinum Support and Maintenance Services (and any other available enhanced supplemental Support and Maintenance Services) in accordance with the applicable Support Supplement posted with Customer Agreements under Associated Documentation at www.sailpoint.com/legal/ (or otherwise upon request).

3. Premium Support and Maintenance Services.

- a. SailPoint will provide SaaS Support and/or Software Support to customers during their Local Business Hours. In addition, SailPoint will work to resolve Severity 1 Problems seven (7) days a week twenty-four (24) hours a day.
- b. Support and Maintenance Services included with SaaS Support and Software Support includes the following:
 - Telephone or electronic support to help a customer identify, locate and correct Problems with a SailPoint Application.

- Bug Fixes.
- Updates and Enhancements.
- For customers with Software Support, replacement of Software at no charge if the media becomes destroyed or damaged so that the Software becomes unusable.

4. Response and Resolution Goals

<i>Problem Severity Level</i>	<i>Problem Severity</i>	<i>Response Times</i>	<i>Resolution Goal</i>
1	A SailPoint Application is completely unavailable or seriously impacted, and there is no reasonable workaround currently available for the Problem.	SailPoint will Respond within 30 minutes.	After SailPoint Responds, SailPoint will begin continuous work on the Problem provided that a Customer resource is available at any time to assist SailPoint with Problem determination. SailPoint will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours once the Problem is reproducible or once SailPoint has identified the defect causing the Problem. SailPoint may incorporate a Fix for the Problem in a future release of the Software/SaaS Service.
2	A SailPoint Application is seriously affected. The Problem is not critical and the Problem Severity does not rise to a Problem Severity Level 1. There is no workaround currently available for the Problem or the workaround is cumbersome to use.	SailPoint will Respond within 1 Business Hour.	SailPoint will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 3 business days.
3	A SailPoint Application is moderately affected. The Problem is not critical and the system has not failed. The Problem has been identified and does not hinder normal operation, or the Problem may be temporarily circumvented using an available workaround.	SailPoint will Respond within 4 Business Hours.	SailPoint will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 7 business days.
4	Non-critical Problems, general questions, or situations involving a SailPoint Application where functionality does not appear to match documented specifications but has no business impact.	SailPoint will Respond within 8 Business Hours.	SailPoint will undertake commercially reasonable efforts to provide an answer within 10 business days. Resolution of a Problem may appear in a future release of the SailPoint Application.

5. Accessing SaaS Support or Software Support. SailPoint offers several ways to help customers resolve technical difficulties:

- There is online help available in each SailPoint Application which can be accessed by clicking the "Help" tab when logged into the SailPoint Application. Customers may also access function-specific help information within the SailPoint Application using the "?" option in the menu bar.

- b. SailPoint's Compass online community (<https://community.sailpoint.com>) is available 24x7 for self-service technical assistance including:
 - Downloading software updates and patch (for Software licenses)
 - Viewing updates to supported platforms and hardware (for Software licenses)
 - Accessing SailPoint's knowledgebase, product documentation, technical articles, and FAQs
 - Viewing supported platforms and hardware
- c. SailPoint and customers use SailPoint's online support portal (<http://www.sailpoint.com/services/online-support>) to identify and manage customer support cases and includes:
 - Logging support cases and case communication
 - Submitting new product enhancements
 - Support Policy documentation
 - Reporting status of cases
- d. SailPoint's support-dedicated email address is support@sailpoint.com. Local and toll-free support phone numbers are listed in SailPoint's Compass online community.
- e. Access to Support is available to a maximum of 10 named contacts per Customer, named on a list to be provided and maintained by each customer.

6. Software Support.

- a. **Software Support – Term License Software.** SailPoint will provide Software Support at no additional cost during the License Term identified for Term License Software in the applicable Order.
- b. **Software Support – Perpetual License Software.** SailPoint will provide Software Support for Perpetual License Software as follows:
 - i. **Initial Term.** The initial term of Software Support for Perpetual License Software shall be twelve (12) months from the effective date of a customer's Order that includes Perpetual License Software (each anniversary of the effective date shall thereafter be considered the annual "**Renewal Date**" of the customer's subscription for Software Support). Fees for the initial term of Software Support are included in the fees paid for a Perpetual Software License at an operative rate of 22.5%.
 - ii. **Renewal.** After the initial term of Software Support required for a Perpetual Software License, Software Support renewals will be available on an annual subscription basis. Software Support fees may increase in renewal years by 5% per annum. At least sixty (60) days prior to a customer's next Renewal Date, SailPoint (or its Partner, as applicable) will invoice the customer for an annual subscription for Software Support for the upcoming annual period. Unless the customer timely cancels its subscription prior to the next Renewal Date in accordance with sub-part (iii) below, the customer's subscription will automatically renew on the Renewal Date for the following annual period and the applicable fees set forth on the invoice shall be due in accordance with the Agreement.
 - iii. **Cancellation.** A customer may cancel its subscription for Software Support effective as of the customer's next Renewal Date upon SailPoint's receipt of the customer's written cancellation notice at least sixty (60) days prior to the Renewal Date.
 - iv. **Reinstatement.** Customer may reinstate Software Support at a later time by paying the annual Software Support fee current at the time of reinstatement plus a fee equal to the then current Software Support fees for the Software times the number of annual periods the Software Support subscription was interrupted.
- c. **Scope of Coverage.** A customer must purchase Software Support for all Software licensed at an installation site in order to receive maintenance updates for the Software. In accordance with the Agreement, a customer may not remove any software components or reduce the quantity of components from coverage under Software Support.
- d. **Additional Instances.** SailPoint provides Software Support for a single production instance of the Software. A customer may purchase Software Support for additional production instances of the Software (i.e., for Software installed at a different location or used concurrently in production with a different configuration) if Customer deploys additional production instances of the Software for an Affiliate, business unit, division or other group as allowed under the Agreement. For clarification, Customer's establishment of a redundant or mirror site for backup, load share, or archive purposes does not count as a separate instance.