

Support Services Description and Service Level Agreement for Lenses.io

Lenses.io is a developer experience for building and operating streaming applications on open-source technologies. It provides data observability, governance, and low-code stream processing for any Kafka & Kubernetes environment by connecting an organization's data technologies and tools into a single developer experience.

The Support Services Description and Services Level Agreement provides a description of the Support Services and Service Levels available for purchase at one of the Support Levels specified herein. If Your Order includes Support Services for Lenses, these terms apply. If You decide not to purchase one of the offered Support Levels, We will reasonable support the Lenses.io Software upon Your request, but will have no obligations under these terms.

1. Support Services

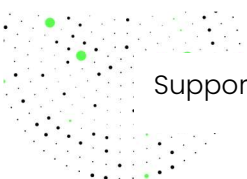
If purchased, Support Services can be accessed in one of the following ways:

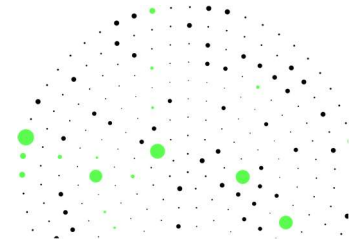
1. Directly via the online support portal, which can be found at <https://support.lenses.io>; or
2. By using the support@lenses.io email address.

All Support Services will be provided in English only.

When a Support Service is received, Lenses.io will review and assign a priority level based on the definitions in Section 3 below.

Lenses.io will respond within the applicable Initial Response Time in accordance with Section 4 below and will subsequently communicate with You using the support portal, email or conference call – whichever channel is determined most appropriate by both parties.





2. Support Levels

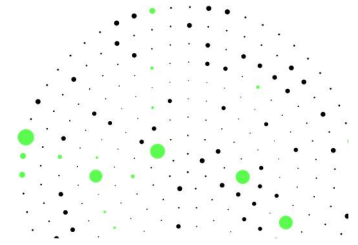
There are two Support Levels available for purchase Professional or Premium:

SUPPORT LEVEL	PROFESSIONAL	PREMIUM
DATA CATALOG	8x5 (CET or EST, depending on Your location)	24x7
SUPPORT PORTAL CONTACTS	Up to 2 contacts	Up to 5 contacts

3. Issue Priority Definitions

PRIORITY	DEFINITION
PRIORITY 1, URGENT	Any Software problem resulting in complete outage or loss of service or functionality in production systems which are not fixed after restarting the service.
PRIORITY 2, HIGH	Any Software problem that significantly impacts the service or functionality in production systems, or causes instability with regular interruptions of service, but does not cause a complete outage.
PRIORITY 3, NORMAL	Any Software problem impacting non-critical functionality in production nor non-production systems, or a time-sensitive issue impacting performance or deliverables requiring resolution.
PRIORITY 4, LOW	Any cosmetic or non-functional issues, questions around processes or documentation, or product enhancement and new feature requests, which can be triaged here but will be tracked to completion elsewhere.





4. Initial Response Times

The Initial Response Time shall be measured by the time between a ticket being submitted and the time Lenses.io acknowledges receipt of the ticket. You understand and agree that full resolution of an issue is not guaranteed and that the actual time required to resolve any issue may be longer than the Initial Response Time.

PRIORITY	PROFESSIONAL	PREMIUM
PRIORITY 1	6 Hours	2 Hours
PRIORITY 2	2 Business Days	8 Hours
PRIORITY 3	3 Business Days	2 Business Days
PRIORITY 4	5 Business Days	3 Business Days

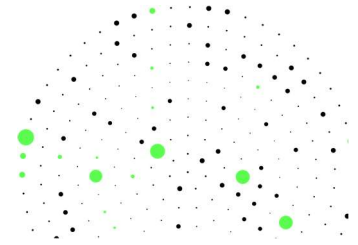
5. Customer Responsibilities

You shall make reasonable efforts to resolve any problems before raising a Support Ticket. You shall provide Lenses.io with a detailed description of any issue requiring Support Services and the circumstances in which it arose. You shall also submit sufficient material and information to enable the Lenses.io support staff to replicate the problem – including logs, version of the Software, screenshots, and any other evidence requested by the Support Team.

6. Maintenance Service

Lenses.io will provide regular updates on the reported issue and on any solution or workaround designed to solve or bypass the reported issue. If the issue has been corrected in a maintenance release for Your installed version of the Software, Lenses.io will inform You promptly of its availability and You must install and implement the applicable maintenance release as soon as possible.





Lenses.io Software is versioned using the following scheme: X.Y.Z.:

- X is the major version number; it increments every time there are significant new features, enhancements, or modifications
- Y is the minor version number; it increments every time there are feature updates, smaller enhancements, or maintenance releases
- Z is the patch version number; it increments every time there is a maintenance release or bug-fix.

Lenses.io will actively support the two most recent major versions. Patches are always applied to the latest release of the supported major versions.

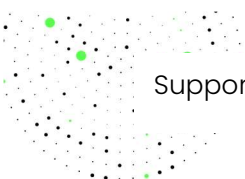
New features target the latest major version, fixes target the two most recent major versions. Security updates and important fixes to older versions may be applied on a case-by-case basis.

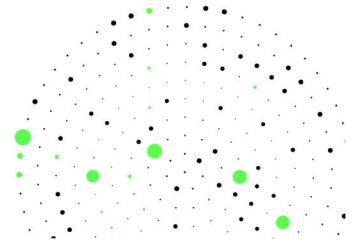
Lenses.io always recommends that You use the latest major version of the software. If for some reason a previous major version is required, the latest available release must be employed.

7. Exclusions

Lenses.io will have no obligation to provide Support or address issues in the following situations:

1. The Software has been changed or modified in an unauthorized manner;
2. The Software has been used incorrectly by You (including use of the Software on faulty equipment or hardware);
3. The issue relates to any programs not supplied by or approved in writing by Lenses.io;
4. The issue is caused by an act beyond the reasonable control of Lenses.io – such as a hardware malfunction, the incorrect configuration of a data center, network latency, or Your negligence;
5. You are using any version of the Software for which maintenance releases have been discontinued;
6. You have not installed and implemented all the latest available maintenance release(s) for the installed version of the Lenses.io Software version; or
7. You have not paid the Support Services fees when due.





8. Changes to the Service Level Agreement

From time-to-time, We may update the Support Services Description or Service Level Agreement described herein. Any revised version shall become effective upon renewal of Your Subscription under the applicable Agreement.

