

# TIGERGRAPH PRODUCT SUPPORT POLICY

TigerGraph provides Support of eligible software under the terms of this Support Policy as long as Customer maintains a current subscription to Support. Support means the services described in this Support Policy and does not include one-time services or other services not specified in this Support Policy, such as training, consulting or custom development. This Support Policy is part of and subject to an agreement with TigerGraph (the "Agreement") that includes (unless Customer has executed a separate agreement with TigerGraph) the Enterprise Terms (at [www.tigergraph.com/legal-terms](http://www.tigergraph.com/legal-terms)) and the Order Schedule under which Customer purchased its Subscription to Support.

Customers may initiate a request for Support and Maintenance Services via TigerGraph's website at <https://www.tigergraph.com/support/>

Standard support is included with your subscription. For pricing on Premium Support please contact [sales@tigergraph.com](mailto:sales@tigergraph.com)

Support Feature	Standard	Premium
Service hours	7 am to 7 pm Local Time (M- F)	24x7
Response Time	Urgent - 4 Hours High - 12 Hours Medium - 24 Hours Low - 48 Hours	Urgent - 1 Hour High - 4 Hours Medium - 12 Hours Low - 24 Hours
Dedicated Slack Channel	No	Yes
Max Technical Contact	2	8
Named Support Engineer	No	Yes

## HOW TO OPEN A TICKET

Make sure you are the technical contact in the contract.

- Check available FAQ and documentation pages to see if a self-service solution is possible.
- Log into your account at <https://tigergraph.zendesk.com/hc/en-us/>
  - New users click Sign up link
  - Existing users Sign in with credentials
  - In Customer Support home page, click on the **Submit a request** link
- In ticket submission page, specify the type of TigerGraph installation you're reporting an issue for:
  - Self-Hosted Installation
  - TG Cloud
  - Fill out the details of the issue. (The Priority should be based on the Severity Levels definitions below)
- Thoroughly describe the issue, the context, the steps leading up to the issue, and steps you may have taken following the initial observance of a problem. Attach error messages, screenshot or stack trace if possible.
  - Click on the **Submit** button.

When a Technical Contact submits a support request, TigerGraph will reasonably assess its severity according to the appropriate severity levels defined below. TigerGraph will confirm the severity level with Customer and will resolve any disagreement regarding the severity as soon as is reasonably practicable. Urgent and High priority levels are not available for non-production systems.

## TECHNICAL CONTACTS AND TIMEZONE

A technical contact is an employee or contractor of the Customer whom the Customer designates to be a primary contact for submitting and conversing with TigerGraph about support requests. The maximum number of technical contacts is determined by the support subscription level. The Customer shall identify such persons to TigerGraph in writing promptly after the Effective Date. For Standard tier service, the Customer shall also designate their local timezone. The Customer may change such contacts upon written notice to TigerGraph. TigerGraph will not be obligated to provide Support and Maintenance Services to any person other than the designated liaisons.

## SEVERITY LEVELS

Upon receiving a support request based on the Severity levels below, TigerGraph may then re-classify the problem according to these criteria if there is an issue with Customer's classification TigerGraph will use commercially reasonable efforts to respond to, and to resolve such problems under:

Severity	Description
Urgent (P1)	Service availability: Production Service is down   Data integrity: Customer data is lost or corrupt   Data Security: Security access violation   And no workaround is available
High (P2)	Production Service is available but degraded   Subpar Performance affecting normal operations   Non-production service is down   A workaround is available but not feasible long term
Normal (P3)	Partial loss of functionality in a subsystem   Normal operations are not affected
Low (P4)	General usage questions   Clarification in documentation

## EXCLUSIONS

Support and Maintenance Services will not include services requested, and any services requested will be charged to Customer at TigerGraph's then-current rates: (i) customer fail to follow this Agreement or user document in order to maintain the proper operating environment to use the Licensed Software; or (ii) modification, alteration, or addition of any portion of the Licensed Software by a person other than TigerGraph.

## CUSTOMER RESPONSIBILITIES

Customers shall provide TigerGraph with access to Customer's personnel, equipment and testing environments for TigerGraph to perform Support and Maintenance Services.

Customers shall document and promptly report all errors or malfunctions in the Licensed Software to TigerGraph. Customers shall take all steps to carry out procedures for the rectification of errors or malfunctions within a reasonable time after such procedures have been received from TigerGraph.

## SOFTWARE UPDATES

TigerGraph may update the Licensed Software and Third Party Software occasionally, and proper operation of Licensed Software depends upon Customer ensuring that such Software Updates are installed automatically by the Licensed Software. TigerGraph shall provide to Customer any Software Updates that TigerGraph generally provides to all its Support and Maintenance Services customers. TigerGraph shall have no obligation to provide Support and Maintenance Services for any version of the Licensed Software released over twelve (12) months before the then-most current version. TigerGraph may, at its option, provide Support and Maintenance Services for such version of the Licensed Software under a Statement of Work.



TigerGraph is the only scalable graph database for the enterprise. TigerGraph's proven technology connects data silos for deeper, wider and operational analytics at scale. Four out of the top five global banks use TigerGraph for real-time fraud detection. Over 50 million patients receive care path recommendations to assist them on their wellness journey. 300 million consumers receive personalized offers with recommendation engines powered by TigerGraph. The energy infrastructure for 1 billion people is optimized by TigerGraph for reducing power outages. TigerGraph's proven technology supports applications such as fraud detection, customer 360, MDM, IoT, AI, and machine learning.

For more information visit [www.tigergraph.com](http://www.tigergraph.com) and follow us at: [Facebook](#) [Twitter](#) [LinkedIn](#) | Contact us at [sales@tigergraph.com](mailto:sales@tigergraph.com)