**TINES
SUPPORT SERVICES POLICY**

This Support Services Policy forms a part of the Tines General Terms and governs the Customer's purchase, and Tines's provision of Support Services.

1. **Support Levels**: Support Levels purchased as part of a Paid Offering shall be identified in the Order Form. Support Levels are outlined in detail in the Support Reference Guide located here: https://www.tines.com/support-reference-guide.

2. **Engaging Support**.
   a. Support assistance is available by submitting an email request through: support@tines.io or by submitting a request via the following link: https://www.tines.com/contact#support. Once a case is created via the preceding link, correspondence with the Tines Support team will be via email: support@tines.io. Customer will receive an email acknowledgment with a case number. Customer may also submit an urgent request if the necessary at https://www.tines.com/contact#support. Email requests or requests submitted through the support link must contain:
      i. Date and time of issue occurrence
      ii. Name of where the issue is occurring
      iii. The user(s) affected by the issue
      iv. Description of the issue, including browser version, Customer Content affected, and steps to reproduce the issue
      v. Screenshots or video capture of the issue
      vi. Description of the suggested priority level of the issue
   b. Support may also be accessed in product by clicking on "Help and Support" and selecting "Chat with Support" on the bottom left of the screen. When a tenant support request is raised, the Tines support team may:
      i. Request a copy or sample of the Story (the workflows that the Customer creates using Tines. A story is a unique combination of seven different types of actions that does not involve code or scripting.)
      ii. , action or event to which the query relates
      iii. Request access to the tenant the request relates to
      iv. Request a remote meeting with the end-user who raised the query to assist investigations
      v. Consult with other Tines colleagues to determine the nature of the issue or query
      vi. Require further information to assist with investigations
      vii. Provide a workaround while a permanent resolution is prepared
      viii. Recommend an upgrade to the latest version of Tines to address the query or issue (Self-Hosted Customers only)

3. **Status Updates**. If there is an issue with Tines that affects multiple cloud-hosted customers, details will be provided at https://status.tines.com regarding the status, resolution, and cause of the issue.

4. **Support Exclusions**. Tines will not be responsible for providing Support Services for issues arising from:
   a. Improper use of the Platform
   b. Modifications, integrations or customisations made to the Platform by anyone other than Tines
   c. Support or troubleshooting of work flows built with third party authoring tools
   d. Any failures associated with any component not belonging to the Platform including Customer's hardware, software and the Hosting Environment
   e. Customer's failure to configure and use the Platform and Services in accordance with the Documentation

5. **Support Services Hours.** Tines will provide Support Services during the hours outlined below:

Region	Standard Support	Enterprise Support Add-on	Emergency Assistance, Paid Offering Unavailable
Americas	9:00–17:00 EST and PST	00:00 Monday to 00:00 Saturday UTC +1	24x7 by contacting https://www.tines.com/contact-support?with-query=tenant-down.
EMEA	9:00 – 17:00 CET	00:00 Monday to 00:00 Saturday UTC +1	
Asia-Pacific ("APAC")	9:00–17:00 AEST	00:00 Monday to 00:00 Saturday UTC +1	

6. **Response Priority Level**. Tines will review the issue and determine a priority level, and shall use reasonable

commercial efforts to resolve requests for Support Services either by finding a workaround or fixing the issue in accordance with the following time periods. The first response times (as set out below) are to be treated as indicators of Tines's response time and are not guaranteed. First response times are measured from when Tines first becomes aware of the query during the applicable Business Hours. For Self-Hosted Customers, first response times only apply from when access has been permitted to the Tines technical support engineer. If, during the support request, the issue either warrants assignment of a higher priority level than currently assigned or no longer warrants the priority level currently assigned, the priority level will be upgraded or downgraded according to the priority level that most appropriately reflects its current impact.

Priority level	Support availability	First Response Time for Standard Support	First Response Time for Enterprise Support
"Critical"	Problems of this rating result in a complete loss of service. This rating must be assigned when any loss of functionality has occurred due to a component failure of the Offerings.	Within 2 Business Hour	Within 1 Business Hours
"Major"	Problems of this rating result in partial or complete loss of user functionality but the Offering is generally available. This must be assigned when partial loss of functionality has occurred, e.g. the creation of new credentials has failed but event automation remains functional.	Within 4 Business Hours	Within 2 Business Hours
"Minor"	Service remains unaffected and there is little or no effect on the Offering or Service's operation	Within 24 Business Hours	Within 24 Business Hours

* "Business Hours" means 9:00 – 17:00 eastern standard time ("EST") or pacific time zone ("PST") if Customer is based in the Americas. If Customer is based in Europe, the Middle East or Africa ("EMEA"), it means 9:00–17:00 central European time ("CET").