

Support and Maintenance

ownCloud GmbH, last updated: October 04, 2016

When Client reports a problem or incident, ownCloud will, in consultation with Client, first classify the problem or incident according to its severity and nature. The following classification scheme will be used to categorize problems:

Classification	Criteria
Severity Level One Issues	The operation is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total disruption of work. There is no workaround available.
Severity Level Two Issues	Operations are severely restricted. Important features are unavailable, although work can continue in a limited fashion. A workaround is available.
Severity Level Three Issues	The product does not work as designed resulting in a minor loss of usage. A workaround is available.
Severity Level Four Issues	There is no loss of service. This may be a request for documentation, general information, product enhancement request, etc.

Support Hours

Coverage is provided during Business Hours every Business Day

Standard Subscription and Collabora Online for ownCloud Enterprise	Enterprise Subscription
USA, Americas and Australia: 8AM till 4PM Eastern Time (Boston, MA), exclusive of US national holidays	USA, Americas and Australia: 7AM till 7PM Eastern Time (Boston, MA), exclusive of US national holidays
Europe, Asia and Africa: 9AM till 5PM Central European Time (CET – Berlin, Germany), exclusive of observed holidays in the state of Bavaria, Germany	Europe, Asia and Africa: 8AM till 8PM Central European Time (CET – Berlin, Germany), exclusive of observed holidays in the state of Bavaria, Germany
E-Mail Support only	E-Mail and Phone Support as required

Business Day is defined as Monday through Friday, exclusive of holidays observed in the local ownCloud office.

Response Procedures and Timing

Upon receipt from Client of a report of an issue, defect or incident, ownCloud shall take prompt corrective action to remedy the reported defect as follows within the following time periods (during the hours specified in this Exhibit):

Standard Subscription and Collabora Online for ownCloud Enterprise

Enterprise Subscription

For a Severity Level One Issues, ownCloud shall respond within one day and work continuously using commercially reasonable efforts to provide at least a temporary workaround or fix (i.e., a patch, temporary release, or update release, which allows the user to continue to use all functionality of the Software in all material respects) within two days after initial notification by Client. Thereafter, ownCloud shall use commercially reasonable efforts to provide an official fix or workaround within one week.

For a Severity Level Two Issues, ownCloud shall respond within one day and work continuously using commercially reasonable efforts to provide at least a temporary workaround or fix within a time period to be mutually agreed by the parties, but in no event longer than one week after initial notification of the issue by Client or discovery of the defect by ownCloud.

For a Severity Level Three Issues, ownCloud shall respond in one day and ownCloud shall use commercially reasonable efforts to provide at least a temporary workaround or fix within a time period to be mutually agreed by the parties, but in no event longer than thirty (30) days, or such additional period of time as may be agreed upon in writing (including e-mail) by the parties, after initial notification of the issue by Client or discovery of the defect by ownCloud.

For a Severity Level One Issues, ownCloud shall respond within 2 hours and work continuously using best efforts to provide at least a temporary workaround or fix (i.e., a patch, temporary release, or update release, which allows the user to continue to use all functionality of the Software in all material respects) within four (4) hours after initial notification by Client. Thereafter, ownCloud shall use commercially reasonable efforts to provide an official fix or workaround within forty-eight (48) hours.

For a Severity Level Two Issues, ownCloud shall respond within 4 hours and work continuously using best efforts to provide at least a temporary workaround or fix within a time period to be mutually agreed by the parties, but in no event longer than 4 days after initial notification of the issue by Client or discovery of the defect by ownCloud.

For a Severity Level Three Issues, ownCloud shall respond in one day and ownCloud shall use commercially reasonable efforts to provide at least a temporary workaround or fix within a time period to be mutually agreed by the parties, but in no event longer than thirty (30) days, or such additional period of time as may be agreed upon in writing (including e-mail) by the parties, after initial notification of the issue by Client or discovery of the defect by ownCloud.

Standard Subscription and Collabora Online for ownCloud Enterprise

Enterprise Subscription

For a Severity Level Four Issues, ownCloud shall respond in one week ownCloud may, at its discretion, provide a temporary workaround or fix, and/or provide a permanent update in a future release of the Software or reasonably deny the request.

For a Severity Level Four Issues, ownCloud shall respond in one week ownCloud may, at its discretion, provide a temporary workaround or fix, and/or provide a permanent update in a future release of the Software or reasonably deny the request.

With respect to the foregoing, ownCloud shall work diligently during the support hours to provide the service levels set forth above. The parties understand and agree that a temporary work around or fix shall not constitute the resolution of any such defect.

CHANGELOG

October 4th 2016:

- added Collabora Online for ownCloud Enterprise