

INTERSYSTEMS CLOUD
SERVICE LEVEL AVAILABILITY SPECIFICATION

This InterSystems Cloud Level Availability Specification (“SLAS”) describes InterSystems’s support offering (“InterSystems Support”) in connection with Customer reported bugs, defects, or errors in the Service (“Error(s)”). InterSystems Support shall be provided in accordance with the written subscription agreement under which InterSystems provides its InterSystems Cloud as entered into by and between you (“Customer”) and InterSystems (“Agreement”). Customer shall receive Standard Support as designated in the applicable Order Form (“Support Level”). This SLAS may be updated by InterSystems from time to time.

Capitalized terms not defined in this SLAS shall have the meaning given to them in the Agreement.

1. Support

- 1.1. General Support Offering. Customer shall designate one primary contact who will have administrator privileges and may designate additional contacts up to the number permitted for the Support Level then-currently procured by Customer as described in Table 4 (“Customer Contacts”). InterSystems shall provide English-speaking remote assistance to Customer Contacts for questions or issues arising from any Error, as further described in this SLAS, including troubleshooting, diagnosis, and recommendations for potential workarounds for the duration of Customer’s subscription to the applicable Service.
- 1.2. Contacting InterSystems Support. Customer Contacts may contact InterSystems Support by: (a) submitting a support request to the InterSystems webpage hosting the support portal located at <https://iservice.intersystems.com> (or such successor URL as may be designated by InterSystems) (“iService”) and designating the appropriate severity level according to Table 1 below, (b) submitting the support request to support@intersystems.com if Customer Contacts cannot access the iService, or (c) if applicable to Customer’s Support Level, and in the event Customer Contacts cannot access iService or email, they may contact InterSystems Support by phone at the intake phone number identified in the iService solely for purposes of having the support request submitted on their behalf (each a “Support Case”). All Customer Contacts must be reasonably trained in the use and functionality of the Service and the InterSystems Documentation and shall use reasonable diligence to ensure a perceived Error is not an issue with Customer equipment, software, or internet connectivity.
- 1.3. Submission of Support Cases. Each Support Case shall; (a) designate the Severity Level of the Error in accordance with the definitions in Table 1, (b) identify the Customer Service Account that experienced the error, (c) include information sufficiently detailed to allow InterSystems Support to attempt to duplicate the Error (including any relevant error messages), and (d) provide contact information for the Customer Contact most familiar with the issue. Unless Customer expressly designates the Severity Level, the Support Case will default to Severity Level 4. If Customer believes the issue to be related to Client Software (as defined in the Agreement), then the Support Case shall also include the applicable Client Software log files. If Customer Contacts submit Support Cases related to enhancement or feature requests, InterSystems shall treat those tickets as closed once the request has been forwarded internally.
- 1.4. Other Support and Training. InterSystems also offers various support and training resources such as documentation, community forums, FAQs and user guides available on the iService. Additionally, InterSystems offers for-fee consultation and training services via Statements of Work.

Table 1: Error Severity Level Definitions	
Severity Level 1 (Critical Severity)	An Error that (a) renders the InterSystems Service completely inoperative or (b) makes Customer’s use of material features of the Service impossible, with no alternative available.
Severity Level 2 (High Severity)	An Error that (a) has a high impact to key portions of the Service or (b) seriously impairs Customer’s use of material function(s) of the Service and Customer cannot reasonably circumvent or avoid the Error on a temporary basis without the expenditure of significant time or effort.
Severity Level 3 (Medium Severity)	An Error that has a medium-to-low impact on the Service, but Customer can still access and use some functionality of the Service.
Severity Level 4 (Low Severity)	An Error that has low-to-no impact on Customer’s access to and use of the Service.

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Table 2: Severity Level Response Times	
Error SeverityLevel	Standard Support
	Initial Response Time Target
Severity Level 1 (Critical Severity)	Four (4) Hours
Severity Level 2(High Severity)	Eight (8) Hours
Severity Level 3 (Medium Severity)	Two (2) Business Days
Severity Level 4(Low Severity)	Four (4) Business Days

- 1.5. Error Response. Upon receipt of a Support Case, InterSystems Support will attempt to determine the Error and assign the applicable Severity Level based on descriptions in Table 1. InterSystems shall use commercially reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level as set forth in Table 2, as measured during in-region InterSystems Support hours set forth in Table 3 below (such hour(s), “Business Hour(s)” with the total Business Hours in an in-region support day being “Business Day(s)”). If the Customer Contact that submitted the Support Case is unresponsive or unreachable, InterSystems may downgrade the Severity Level by one level. If InterSystems’s Severity Level designation is different from that assigned by Customer, InterSystems will promptly notify Customer in advance of such designation. If Customer notifies InterSystems of a reasonable basis for disagreeing with InterSystems’s designated Severity Level, the parties will discuss in an effort to come to mutual agreement. If disagreement remains after discussion, each party will escalate within its organization and use good faith efforts to mutually agree on the appropriate Severity Level.

Table 3: Global InterSystems Support Hours		
InterSystems Service Region	Standard Support Business Hours	
	Severity 1-4	Excluded Holidays Severity 1-4
North America	6AM-6PM PT Mon-Fri	Recognized U.S. Federal Holidays
EMEA	6AM-6PM CE Mon-Fri	Recognized EMEA Bank Holidays
Asia Pacific	6AM-6PM AEDT Mon-Fri	Recognized APAC Holidays

Table 4: Support Level Entitlements	
Entitlements	Standard
Toll-Free phone access	Y
iService (knowledge base,forums, articles, events, etc.) 24X7 Access	Y
Number of Total Customer Contacts	5

2. SLAS Exclusions. InterSystems will have no liability for any failure to meet the Service Level to the extent arising from: (a) use of the InterSystems Service by Customer, its Affiliates and/or their Users other than as authorized under the Agreement or Documentation; (b) Customer Data; (c) Customer or User equipment; (d) third party acts, or services and/or systems not provided by InterSystems; (e) general Internet problems, or other factors outside of InterSystems’s reasonable control; (f) evaluation or

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proof-of-concept use of the InterSystems Service; or (g) InterSystems's Previews (e.g., beta functionality not intended for production use). InterSystems will have no obligations to provide InterSystems Support for InterSystems Previews, third party software or services, or custom scripts or code not native to the InterSystems Service. Additionally, technical or professional services from InterSystems, including but not limited to services related to data modeling, code development, migration, or product training, are subject to a mutually executed Statement of Work for such services and are expressly excluded from any InterSystems Support offering.