

Support Policy

Collibra offers support services for the supported versions of the Service as referenced below, which services include maintenance updates and upgrades, bug and security fixes, and technical assistance (“**Support**”), in accordance with the following terms and service levels:

I. Standard Support Policy

The Standard Support Policy (the “**Support Policy**”) is included with the Service.

- A. Support Hours.** Support is provided during Collibra’s normal business hours (9AM – 6PM EST/PST/GMT/CET/AEST depending on the time zone of Customer’s address in the Order and not including weekends or holidays), and 24 hours a day 7 days a week for Severity 1 Incidents.
- B. Incident Submission and Customer Cooperation.** Customer may report errors or abnormal behavior of the Service (“**Incident(s)**”) by contacting Collibra via the support portal specified in the table below. Customer will provide information and cooperation to Collibra as reasonably required for Collibra to provide Support. This includes, without limitation, providing the following information to Collibra regarding the Incident:
 - Aspects of the Service that are unavailable or not functioning correctly
 - Incident’s impact on users
 - Start time of Incident
 - List of steps to reproduce Incident
 - Relevant log files or data
 - Wording of any error message
 - Incident ID# (when specified by Collibra)
- C. Incident Response.** Collibra’s Support personnel will assign a severity level (“**Severity Level**”) to each Incident and seek to provide responses in accordance with the table below.

Severity Level	Description	Support Portal	Target Response Times
Severity 1	Operation of the Service is critically affected (not responding to requests or serving content) for a large number of users; no workaround available.	http://support.collibra.com	2 Hours
Severity 2	Service is responding and functional but performance is degraded, and/or Incident has potentially severe impact on operation of the Service for multiple users.		4 Business Hours
Severity 3	Non-critical issue; no significant impact on performance of the Service but user experience may be affected.		1 Business Day

- D. Exclusions.** Collibra will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service by Customer in a manner not authorized in the Agreement or in a manner inconsistent with the Documentation; (b) general internet problems, force majeure events or other factors outside of Collibra’s reasonable control; (c) Customer’s equipment, software, network connections or other infrastructure; or (d) third party systems, acts or omissions.

II. Premium Support Policy

For Customers with more demanding support requirements, Collibra offers premium support (“**Premium Support**”) as an annual subscription. If Customer has purchased Premium Support, the following Premium Support Policy (the “**Premium Support Policy**”) will apply and all references to the Support Policy will be deemed references to this Premium Support Policy and references to Support will be deemed references to Premium Support.

- A. Support Hours.** Support is provided 24 hours a day 5 days a week (Monday through Friday) (depending on the time zone of Customer’s address in the Order and not including weekends or holidays), and 24 hours a day 7 days a week for Severity 1 Incidents.
- B. Incident Submission and Customer Cooperation.** Customer may report errors or abnormal behavior of the Service (“**Incident(s)**”) by contacting Collibra via the support portal specified in the table below. Customer will provide information and cooperation to Collibra as reasonably required for Collibra to provide Support. This includes, without limitation, providing the following information to Collibra regarding the Incident:

- Aspects of the Service that are unavailable or not functioning correctly
- Incident’s impact on users
- Start time of Incident
- List of steps to reproduce Incident
- Relevant log files or data
- Wording of any error message
- Incident ID# (when specified by Collibra)

C. **Incident Response.** Collibra’s Support personnel will assign a severity level (“**Severity Level**”) to each Incident and seek to provide responses in accordance with the table below.

Severity Level	Description	Support Portal	Target Response Times
Severity 1	Operation of the Service is critically affected (not responding to requests or serving content) for a large number of users; no workaround available.	http://support.collibra.com	15 Minutes
Severity 2	Service is responding and functional but performance is degraded, and/or Incident has potentially severe impact on operation of the Service for multiple users.		2 Business Hours
Severity 3	Non-critical issue; no significant impact on performance of the Service but user experience may be affected.		4 Business Hours

D. **Exclusions.** Collibra will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service by Customer in a manner not authorized in the Agreement or in a manner inconsistent with the Documentation; (b) general internet problems, force majeure events or other factors outside of Collibra’s reasonable control; (c) Customer’s equipment, software, network connections or other infrastructure; or (d) third party systems, acts or omissions.

E. **Incident Response Target Resolution Time.** If a Severity 1 Incident prevents the Customer from making productive use of the Service, Collibra shall use commercially reasonable efforts to provide an effective workaround or resolution within seventy-two (72) hours after Collibra has been notified of the Incident and after Collibra’s verification and reproduction of the error that gives rise to the Severity Level 1 Incident subject to the following:

- The workaround shall be provided within the time frame above if Collibra confirms that the Service was the cause of the Incident;
- Collibra’s implementation of the workaround is contingent upon Customer’s provision of all necessary access to information and/or views as necessary including, without limitation, Collibra’s access to requisite back-ups and/or data dumps (as applicable); and
- The workaround shall only apply to the production environment.

In view of the variety of issues that can arise, Collibra does not guarantee the resolution of any Incident within any specified time frame.

F. **Premium Support Engineer and Process.**

- *Premium Support Engineer (PSE).* The Customer will be assigned a PSE. The PSE is a support engineer who will serve as the single point of contact for Customer’s support queries during Customer’s normal business hours (9AM – 6PM EST/PST/GMT/CET/AEST depending on the time zone of Customer’s address in the Order and not including weekends or Collibra holidays). The PSE will work with the Customer to understand the Customer’s technical environment and to facilitate the Customer’s technical needs regarding the Service.
- *Priority Ticket Routing.* Support tickets created by the Customer through the Collibra support portal will be routed to the PSE through priority routing. Support tickets submitted outside of the PSE’s working hours will be responded to by one of Collibra’s support engineers dedicated to providing Premium Support.
- *Bi-Annual Support Operations Review.* Collibra will conduct a bi-annual support operations review with the Customer (such review to be conducted via virtual meeting or conference call). In the Bi-Annual Support Operations Review, Collibra and Customer will review: achieved milestones, key learnings and retrospectives, and Collibra will provide a high-level review of Collibra’s upcoming releases and technology roadmap.
- *Regularly Scheduled Support Cadence and Status Report.* Collibra will provide the Customer with a “support snapshot” that provides the Customer with reporting of its support tickets submitted, the status of those tickets and applicable next steps. The support cadence will allow Customer and Collibra to review and prioritize support tickets.

III. Lifecycle Policy

- A. Supported Version.** Collibra provides Support only for the then currently supported versions of the Service as per the Collibra [Supported Versions Policy](#).
- B. End of Life Terms.** Collibra is dedicated to continuous improvement of the Service. In general, if Collibra discontinues a product or feature offered within the Service, it is because such product feature has been replaced with a product or feature that is functionally equivalent or better. From time to time, however, Collibra may decide to cease offering and supporting a product or feature within the Service without a replacement. Therefore, in such event, Collibra will only do so upon at least eighteen (18) months' prior written notice to Customer ("**Sunset Notice Period**"). In the event Customer's then-current Subscription Term continues beyond the Sunset Notice Period (i.e. Customer's remaining portion of the then-current Subscription Term is longer than eighteen (18) months from the date of notification by Collibra), Customer may terminate the Agreement in its entirety, or, within Collibra's discretion, as to the affected product or feature, at any time during the Sunset Notice Period upon thirty (30) days' written notice to Collibra, but no later than thirty (30) days prior to the end of the Sunset Notice Period. Customer will be entitled to a pro-rated refund as to the terminated, pre-paid Service or any portion thereof in such case.

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