

AMORPHIC ENTERPRISE
SUPPORT POLICY AND SERVICES LEVEL AGREEMENT
[Customer Name]

Version Control

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1. Introduction

This document describes Amorphic support offering provided by Cloudwick's technical support team ("Amorphic Support") as defined in the Sales Order Form to handle support requests related to Incidents in the Service causing it to fail to perform in material conformance with the Documentation as referred to in the End User License Agreement ("Incidents"). This document also describes the service level commitments applicable to [Customer]. [Customer] shall receive Enterprise Support described and subscribed into the service as stated on the applicable Order Form. This document may be updated through mutual agreement from time-to-time upon notice which will be provided through our Support and Service Team.

2. Submission of an Incident

Each Incident raised by the [Customer] shall; (a) designate the Severity Level of the Error in accordance with the definitions in Table 1, (a) identify the Customer's Account that experienced the error, (b) include information succinctly detailed to allow Amorphic Support to attempt to duplicate the Error (including any relevant error messages), and (c) provide contact information for the Customer Contact most familiar with the issue. If Customer believes that the issue to be related to Client Agent (as defined in the Agreement), then the Support Case shall also include the applicable Client Agent log files. If Customer Contacts submit Support Cases related to enhancement or feature requests, Cloudwick shall treat those tickets as closed once the request has been forwarded internally.

3. Severity Level Definitions

Table 1: Severity Level Definitions

Severity 1 - System Down / Security Incident	Your business is significantly impacted. Important functions of your application aren't available. Critical / High Category - Security incident
Severity 2 - Major functionality is impaired	Important functions of your application are impaired or degraded.
Severity 3 - Partial, non-critical loss of functionality of the software	Non-critical functions of your application are behaving abnormally.
Severity 4 - General Guidance	You have a general development question, or you want to request a feature.

4. Incident Response

Upon receipt of a Support Case raised by [Customer], Amorphic Support will attempt to determine the Incident and assign the applicable Severity Level based on descriptions in Table 1. Amorphic shall use reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level, as measured during in region Amorphic Support hours set forth in Table 2 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 for a severity 1 incident, then the support case will be escalated to the next level of customer contact as advised by the customer escalation process. If Amorphic Support’s Severity Level designation is different from that assigned by Customer, Amorphic Support will promptly notify Customer in advance of such designation. If a Customer notifies Amorphic Support of a reasonable basis for disagreeing with Amorphic’s designated Severity Level, the parties will discuss in an effort to come to a mutual agreement.

5. Support Hours - Enterprise Managed

Table 2: Support Matrix — Production Environment:

Category	Support Hours	Performance Target	Response & Update Target
Severity 1 (P1)*	24/7/365	8 business hours	1 hour
Severity 2 (P2)	09:00-17:30	1 business day	4 hours
Severity 3 (P3)**	09:30-17:30	3 business days	12 hours
Severity 4 (P4)**	09:30-17:30	30 business days	24 hours

* Severity 1 support requires you to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours.

** Non-production environments are covered up to P3 and P4 with the following support hours 08:00 -18:00 (GMT) Monday to Friday excluding UK bank holidays except where a security incident is raised.

All support tickets are to be raised by email by the customer to [support-\[customer\]@cloudwick.zendesk.com](mailto:support-[customer]@cloudwick.zendesk.com) these will automatically create a ticket in the Cloudwick support systems and be associated with the [Customer] support account. Cloudwick escalation support will be provided by the regional General Manager.

6. Support Level Entitlements

Table 4: Support Level Entitlements

Entitlements	Enterprise (Managed)
Number of Named Customer Technical Contacts	6
Case Escalation	Y
Monthly service report	Y
Quarterly service review meeting	Y
Platform Maintenance inclusive of release management for bug fixes, defects, features upgrades	Y
Disaster Recovery test (1 per annum)	Y

7. Service Level Agreement for Enterprise (Managed) Support

[Customer] will receive the Enterprise (Managed) Support Level, target availability for the Amorphic Service is 99.95% per calendar month (based on minutes of availability/total minutes per month) ("**Service Level**"). The Service is deemed 'unavailable' from the point at which the amorphic support team is notified of the incident by [Customer] using the incident management process.

If the Amorphic Service fails to meet the Service Level in a given month ("**Service Level Failure**") and Cloudwick agrees to the Service Level Failure, then as Customer's sole and exclusive remedy, Customer shall receive the applicable Amorphic credit set forth in Table 5 below ("**Service Level Credits**"), and paid to the customer within 60 days following the Service Level Failure. Provided that the Customer requests the Service Level Credits within (21) days of the calendar month in which the Service Level Failure occurred.

As used in Table 5 below, "**Average Daily Amorphic Credit**" means Customer's actual Amorphic Credit in the prior calendar month divided by the number of days in such month, Service Level Credit may be applied only to subsequent Amorphic Data monthly subscription payment.

Table 5: Enterprise (Managed) Service Level Agreement

Availability	Service Level Credit
Under 99.95% but greater than or equal to 99.0%	1 x Amorphic Daily Credit
Under 99.0% but greater than or equal to 95.0%	3 x Amorphic Daily Credit
Under 95.0%	5 x Amorphic Daily Credit

Example Calculation – Customer is paying £200,000 GBP per year for an Enterprise (Managed) subscription and there are 31 days in the month and the availability of Amorphic Service is 98% that month. Customer's Service Level Credit is (£16667 / 31 days = £538 x 3 = £1614).

8. Support Policy Exclusions

Cloudwick will have no liability for any failure to meet the Service Level to the extent arising from: (a) use of the Amorphic Service by Customer other than as authorized under the Agreement as per the Sales Order Form, (b) Customer data; (c) Customer or user equipment; (d) third party acts, or services and/or systems not provided by Amorphic; (e) general Internet problems, or other factors outside of Cloudwick's reasonable control; (f) evaluation use of the Amorphic Service; or (g) Amorphic's preview features (e.g. beta functionality not intended for production use). Cloudwick will have no obligation to provide support for [Customer] third party provided software or services other than those approved by Cloudwick in the documentation as described in the End User License Agreement, or for custom scripts or code not native to the Amorphic Service. Additionally, if Customer desires technical or professional services from Cloudwick for Amorphic, including but not limited to services related to data modelling, code development, migration, or product training, then Customer and Cloudwick must enter a mutually executed Statement of Work for such services.