

Pelion Device Management Service Support Program

This Pelion Device Management Service Support Program applies to your use of the Service.

All definitions contained in the Agreement shall have the same meanings and apply to this Pelion Device Management Service Support Program. This Pelion Device Management Service Support Program may be updated from time to time.

1. Updates to the Service

Updates may address security fixes, critical patches, general maintenance and new functionality, and Documentation. Such updates shall be made available at Pelion’s discretion. Pelion is under no obligation to develop any future functionality or enhancements. If an update is made available to Customer pursuant to this Pelion Device Management Service Support Program, it shall automatically replace the previous version of the Service. Where practical, Pelion will provide Customer with notice.

2. First line support & authorized technical contacts

Customer is required to establish and maintain processes as necessary to manage first line support for Customer End Users of the Service. If after reasonable efforts Customer is unable to diagnose or resolve the error(s), Customer’s authorized technical contact(s) may contact Pelion for technical support via the different channels set out at <https://pelion.com/support> e.g. telephone, email, ticketing system (the “**Support Request**”). When creating a Support Request, Customer shall select a severity level (defined below), which Pelion may change on reviewing such Support Request.

Customer’s authorized technical contacts must be knowledgeable about the Service and Customer’s technical environment in order to work with Pelion to analyze and resolve a Support Request. They are responsible for engaging Pelion’s technical support and monitoring the resolution of all Support Requests and escalated support issues.

3. Response time to Support Requests

Pelion is committed to rapid response of all Support Requests. All Support Requests can be logged with Pelion on a 24-hours per day, 7 days per week, 365 days per year (24x7x365) basis and they can be tracked online on the system that Pelion makes available to the customer (via <https://pelion.com/support>) by the authorized technical contact who opened the Support Request.

Severity level response time does not vary depending on which channel Customer used to log the Support Request.

Pelion will use reasonable efforts to respond to a Support Request within the target response time stated in the table below.

Support target response time according to the severity level of the Support Request:

Severity level	Severity definition	Target response time
Critical	The situation halts your business operations and no procedural workaround exists	1 hour
Major	Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact	4 hours

Severity level	Severity definition	Target response time
	to portions of your business operations and no reasonable workaround exists.	
Minor	Means there is a partial, non-critical loss of use of the Service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable	8 hours
Cosmetic	Means an enquiry regarding a routine technical issue; information requested on Service capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available.	24 hours

Pelion will provide continuous efforts (24x7x365) to resolve Critical availability issues until a workaround or resolution can be provided or until the incident can be downgraded to a lower severity level, provided the authorized technical contacts are available 24x7x365 to assist Pelion.

4. Upgrade/Downgrade of Severity Level

If, during the Support Request process, the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact, then the severity level will be upgraded or downgraded by Pelion accordingly to the severity level that most appropriately reflects its current impact.