

## SUPPORT SERVICES POLICY

This ThousandEyes Support Services Policy (this “Policy”) describes the policies and procedures under which Thousand Eyes, Inc. (“ThousandEyes”, or “we/us/our”) provides support services (“Support Services”) to its customers (each, a “Customer” or “you/your”). Support Services are provided for the Service pursuant to the separate subscription or license agreement between ThousandEyes and Customer (“Subscription Agreement”) and are subject to such Subscription Agreement and this policy. Support Services are provided for the Subscription Term. Capitalized terms not otherwise defined in this policy have the meanings given in the Subscription Agreement.

ThousandEyes is committed to delivering a quality monitoring experience to our customers. As part of our commitment, it is our goal to improve the Service by effectively managing and endeavoring to quickly resolve technical inquiries. The purpose of this Policy is to communicate the support options and processes and clearly set expectations regarding Support Services.

### 1. SUPPORT SERVICES:

#### Standard Support

This level of support provides access to our support organization via our application. Access to ThousandEyes Customer Engineering resources is available at <https://app.thousandeyes.com/support>, and can also be accessed via the help and support link while logged into the Service. In addition, ThousandEyes provides access to a documentation site at <https://docs.thousandeyes.com> as well as access to ThousandEyes Customer Engineering, development, and product management personnel. This is the primary point of access for self-service technical support.

ThousandEyes’s customer engineering hours are 24 hours a day, 7 days per week. Target response times are based on the priority level of reported problems and are further set forth in the priority and target response time matrix below.

#### Premium Support

Premium Support services are a for-fee subscription service, typically purchased in conjunction with platform subscriptions. Technical Account Managers (“**TAM**”) are available as a premium support service offering. The TAM is a named support resource, providing business-hours support, focused on proactive and reactive support. Customers should continue to leverage Standard Support for after-hours assistance.

#### *TAM Support Services*

TAM Value	Your TAM acts as a technical advocate for you within ThousandEyes, by overseeing the technical support process and helping to prioritize open cases within the Support Services desk, provide training, managing ongoing technical projects and requests, and providing feedback on how you can optimize and maximize value from your ThousandEyes Service purchase through regular business reviews.
Purchase Options	TAM service can be purchased as a designated remote resource, a dedicated remote resource, or a dedicated onsite resident resource.
Resource Back-up	A back-up TAM resource will also be identified in the event the primary TAM is unavailable.
Support Hours	A TAM provides agreed upon business-hours support. Contact the 24x7 support team for escalations, non-business hours support, or support when the TAM is unavailable. TAMs observe ThousandEyes holidays.
Full Time Resident TAM	The starting availability of a Resident TAM may require up to 6 months to hire and train, in most locations. Resident TAMs will spend certain days onsite and some remote, as agreed upon with customer.
TAM Service Start Date	The TAM service starts on the same day as the platform service date for new accounts and will not be delayed or scheduled to start at a later date for any reason. A TAM provides premium support value day one of the service subscription, acting as an available primary support contact.
Multiyear TAM Service Subscription	Simply purchase multiple TAM service one (1) year subscriptions and they will start and end, back-to-back.
TAM Services versus Professional Services	A TAM service is not meant to replace Professional Services, but to complement Professional Services and Standard Support. TAMs will perform optimization, project management, supplemental training, continuation of standard implementation post-initial deployment, and product support. TAMs will not perform initial deployments or non-standard implementations or integrations, post-initial deployment, as these are all paid professional services.



## **ThousandEyes Customer Engineering Resources**

The ThousandEyes Customer Engineering organization consists of technical professionals dedicated to bringing customers optimal value from the Service. This is your primary point of contact with ThousandEyes for all technical support issues; this team manages your case from initial inquiry to case resolution.

- Customer Service Representatives (“**CSRs**”): ThousandEyes solution experts who are able to answer questions regarding product use, service problems, data analysis, and more. CSRs will manage and resolve or escalate your technical issues.
- Technical Support Engineers (“**TSEs**”): ThousandEyes technology experts who provide basic to advanced technical support, and work with the Customer Service Representatives to investigate complex issues. TSEs will manage and resolve or escalate your advanced technical issues.

## **ThousandEyes Additional Resources**

During a support request, you may interact with ThousandEyes representatives operating in one or more of these roles:

- Technical Account Managers (“**TAM**”) – Available as a premium service offering, the TAM is a named resource within ThousandEyes, with ThousandEyes solution and customer relationship expertise. Your TAM acts as an advocate for you within ThousandEyes by overseeing the technical support process and helping to prioritize open cases within the Customer Engineering team, managing ongoing technical projects and requests, and providing feedback on how you can maximize value from your ThousandEyes Service purchase through a regular business review.
- Professional Services Consultants (“**PSC**”) – Available as a premium service offering, the PSC is a resource within ThousandEyes who specializes in delivery of training and custom engagements. Billable on either a fixed-fee or hourly basis, PSCs work with you to maximize your efficiency within the Service and to transfer knowledge and best practices in order to ensure an optimal deployment.
- Customer Success Managers (“**CSM**”) - Will engage with you on your ongoing satisfaction, new product offerings, and guidance during your solution subscription renewal. This team consists of customer relationship experts, who ensure a successful customer journey at ThousandEyes.
- Site Reliability Engineering (“**SRE**”) – For network and other service--related inquiries, if the customer engineering team is unable to resolve your issue after the initial troubleshooting phase, representatives of the SRE team may be called in to assist.
- Product Engineering (“**ENG**”) – For product related support issues, if the prior layers of technical support are unable to resolve your issue, the inquiry will be escalated to the ThousandEyes product engineering team, which includes product developers from the core technology team within ThousandEyes.

## **Contacting and Working with the ThousandEyes Customer Engineering Team**

### *Reporting a Problem*

You may use one of the following methods to report a support issue:

- Online (Live Chat) – click the Chat with Support link under the Help & Support menu when you are logged into the Service, or from the login page when you are not logged into the service.
- Online (Form Submission) – click the Contact Support link under the Help & Support menu when logged into the service.
- Via Email – send an email to [support@thousandeyes.com](mailto:support@thousandeyes.com), including the information requested below. Your email will be routed to our support system and your request will be assigned a case ID.
- Via Telephone – contact our support team by calling +1 (415) 237-EYES (3937)

### *Case Notification*

Customers can expect to receive an automated notification immediately following a case creation activity. The notification will include the case ID, a summary of the inquiry and the priority level that has been assigned. Case notification will always be done via email, to the email address on record for a user.



For problems reported via email, initial contact from the representative handling your case will be made in accordance with the priority and target response time matrix below.

#### Information You Provide to ThousandEyes

If you are reporting a new issue, be prepared to:

- Provide your account name or the username that you use to access the Service. This information is automatically populated for Customers who are authenticated with the Service.
- Provide the results of any troubleshooting measures you may have already undertaken, and a list of steps that can be followed to reproduce the issue.

Provide as many other details about the issue as possible, including any co-existing issues and any recent updates or changes that may have been made to the network topology or infrastructure.

For subsequent communications about existing cases, be prepared to:

- Provide your previously assigned case ID. This is provided in the format S-CS-XXXXXXX.
- Provide any additional details about your issue since you were last in contact with the ThousandEyes Customer Engineering resources.

#### Priority and Response Target Matrix

During case creation, a ThousandEyes Customer Engineering representative will assign a priority level, based on the criteria described in the matrix below. ThousandEyes will use commercially reasonable efforts to respond to Customer inquiries within specified targets based on the priority of the reported issue according to the matrix.

Priority #	Priority Level	Description	Target Response Time
Priority 1	Urgent	ThousandEyes is inoperable resulting in full work stoppage. No procedural workarounds or alternatives are available.	1 hour
Priority 2	High	ThousandEyes is significantly degraded resulting in substantial impact to the business. Viable workarounds or alternatives may be feasible.	4 hours
Priority 3	Medium	ThousandEyes is minimally or partially degraded. This may be the result of limited connectivity issues, mis-configuration of established production systems or minor bugs.	8 hours
Priority 4	Low	ThousandEyes is working as intended. There is no impact to existing production infrastructure or services. This level may include things like: general inquiries, new setup or configuration questions, best practices, or similar.	Next day

#### Case Resolution

A case will be closed when a Customer's inquiry is resolved. A resolution is typically one of the following: an answer to the question, a suggestion on how to perform a particular task, an acceptable workaround to a product issue, or the deployment of a code fix. Customers will be notified of case closures, and this closure notification will always be done via email, to the email address on record. Cases may be closed if Customer fails to respond following two successive contact attempts by ThousandEyes.

A case can be reopened at any time at a Customer's request, if further investigation is required.

#### Case Escalations

Notification of Customer-initiated requests are created and sent via email to all concerned parties, including the reporting Customer, all ThousandEyes Customer Success resources, and account teams assigned to the Customer account. Customer may initiate escalation of requests at Priority levels 1, 2, or 3 by sending an email request for escalation to support@thousandeyes.com, or by contacting our team via phone.

Escalation requests must contain the case ID, Customer contact, and reason for requesting the escalation. ThousandEyes will consider all escalation requests in good faith; however, ThousandEyes' conclusion will be determinative.



**Support Restrictions**

Access to ThousandEyes Customer Engineering resources is restricted to Customers whose accounts are in good standing with ThousandEyes. This includes all means of accessing the Customer Engineering team.

**Customer Cooperation**

Customer will provide all information and access to Customer resources as reasonably required for ThousandEyes to provide Support Services, which may include access to Customer servers, participation in web meetings using online collaboration services (such as Cisco Webex), physical access to Customer facilities, and assistance from Customer personnel. ThousandEyes will be excused from any non-performance of its obligations hereunder to the extent any such non-performance is attributable to Customer's failure or delay to cooperate as set forth in this Policy.

**Exclusions from Support and SLA**

Support Services and the ThousandEyes Service Level Agreement (the "SLA") (see below) do not cover (and ThousandEyes is not responsible for) issues arising from: (i) Customer's equipment, software, network connections or other infrastructure; (ii) use of the Service by Customer in a manner not consistent with the Documentation, (iii) modifications to the Service by any party other than ThousandEyes, (iv) third party acts or systems or (v) general Internet problems, force majeure events (as described in the Subscription Agreement) or other factors outside of ThousandEyes' reasonable control.

**ThousandEyes SLA**

The ThousandEyes SLA is available at the following link: [https://www.thousandeyes.com/pdf/ThousandEyes\\_SLA.pdf](https://www.thousandeyes.com/pdf/ThousandEyes_SLA.pdf).

**2. PROFESSIONAL SERVICES**

Professional services are paid services offered and delivered in fixed-fee professional services or custom (hourly) professional services. Fixed-fee services may also be sold in bundles and sized according to company size and needs.

**Fixed-Fee Professional Services**

<b>Fixed-Fee Service Name</b>	<b>Service Description</b>
Customer Onboarding	<ul style="list-style-type: none"> <li>• Service Goal = Provide new customers with training and guidance to implement, operate, and manage their solution</li> <li>• Initial solution set-up:               <ul style="list-style-type: none"> <li>○ Test Account and user set-up</li> <li>○ General set-up</li> </ul> </li> <li>• Enable customers through example implementation guidance:               <ul style="list-style-type: none"> <li>○ Planning and implementation of example tests</li> <li>○ Planning and implementation of example reports</li> <li>○ Planning and implementation of example dashboards</li> <li>○ Planning and implementation of example alerts</li> <li>○ Test result data analysis sessions</li> </ul> </li> <li>• Guidance and training on               <ul style="list-style-type: none"> <li>○ Operating the solution</li> <li>○ Maintaining the solution</li> <li>○ How to create tests</li> <li>○ How to optimize tests</li> <li>○ How to set-up alerts</li> <li>○ How to share and save test results</li> <li>○ How to analyze test results</li> </ul> </li> <li>• Onboarding Service may be sold in packages and sized according to company size and need. See "Onboarding Deliverables by Package Size"</li> </ul>
Health Check	<ul style="list-style-type: none"> <li>• Service Goal = Provide existing customers with quarterly optimization review for a one-year period, consisting of four reviews</li> <li>• Review optimization of:               <ul style="list-style-type: none"> <li>○ Tests</li> <li>○ Reports</li> <li>○ Dashboards</li> <li>○ Alerts</li> </ul> </li> <li>• Provide service optimization analysis report</li> <li>• Service may be sold in bundles, and sized accordingly to company size and need</li> <li>• Optimization is not performed; additional service is required</li> </ul>

<p>Renewal Optimization Package</p>	<ul style="list-style-type: none"> <li>• Service Goal = Provide existing customers with one-time optimization assistance, expansion assistance, or additional training</li> <li>• Review and offer optimization guidance on:             <ul style="list-style-type: none"> <li>○ Tests</li> <li>○ Reports</li> <li>○ Dashboards</li> <li>○ Alerts</li> </ul> </li> <li>• Test result data analysis sessions</li> <li>• Additional training on:             <ul style="list-style-type: none"> <li>○ Operating the solution</li> <li>○ Maintaining the solution</li> <li>○ How to create tests</li> <li>○ How to optimize tests</li> <li>○ How to set-up alerts</li> <li>○ How to share and save test results</li> <li>○ How to analyze test results</li> </ul> </li> <li>• Service may be sold in bundles, and sized according to company size and need</li> </ul>
<p>Alerting System Configuration</p>	<ul style="list-style-type: none"> <li>• Service goal = Product alert configuration using the webhook notification service</li> <li>• Standard alert rule configuration into a third-party service</li> <li>• The service covers the cost of either configuring an intermediate server (provided by Customer) to translate the notification between services or assisting with Customer's configuration to directly connect with a third-party service</li> <li>• Does not cover configurations involving anything in the API outside of the base alert rule webhook functionality</li> <li>• One-year maintenance for defect or security-related problems. Professional Services will fix any defects in the Java configuration for customers for up to one year from the date of implementation. A defect is determined to be incorrect login within the .jar file that results in erroneous behavior. A defect is not defined as a change in ThousandEyes webhook payload structure, functionality enhancements to the .jar logic, nor changes to the customer infrastructure or alerting system. Customer can contact <a href="mailto:services@thousandeyes.com">services@thousandeyes.com</a> if they suspect a defect is present</li> <li>• Enhancements will require an additional services package</li> </ul>

**Onboarding Deliverables By Package Size**

Onboarding Package Deliverables	Small	Medium	Large	Extra-Large
Org/Account Group Setup	X	X	X	X
Cloud/Enterprise Agent Implementation Guidance		X	X	X
Endpoint Agent Implementation Guidance	X	X	X	X
Internet Insights Implementation Guidance			X	X
Training – 1 group	X			
Training – 2 groups		X		
Training – 3 groups			X	
Training – 4 groups				X
Continuous Enablement – office hours			X	X
Continuous Enablement – solution refresher				X

**Custom (Hourly) Professional Services**

<p>General Terms</p>	<ul style="list-style-type: none"> <li>• Provided on a time and material basis</li> <li>• Required an agreed-to Scope of Work</li> </ul>
<p>General Time Accounting</p>	<ul style="list-style-type: none"> <li>• Time is accounted for in fifteen (15) minute increments</li> <li>• Tasks have a minimum duration of thirty (30) minutes</li> <li>• Where travel is required, travel time is billed at one-half (0.5x), and includes door-to-door travel</li> <li>• Time is accounted for in real (elapsed) time, with appropriate multipliers applied to determine billable hours</li> <li>• Abnormal work requirements are billed at rate of one and one-half (1.5x). This includes:             <ul style="list-style-type: none"> <li>○ Work on designated holidays</li> <li>○ Work on weekends</li> <li>○ Work overnight (more than four (4) hours outside normal shift)</li> <li>○ Work above eight (8) hours in a single stretch</li> <li>○ Any period where a resource needs to be available</li> </ul> </li> </ul>

Billable and Nonbillable Hours	<ul style="list-style-type: none"><li>• Billable Hours include:<ul style="list-style-type: none"><li>○ Customer meetings</li><li>○ Customer meetings, when customer does not show-up or cancels with less than twenty-four (24) hours advance notice (billed for thirty (30) minutes)</li><li>○ Internal ThousandEyes meetings, only if customer-specific</li><li>○ Travel to/from customer site (for onsite services)</li><li>○ Engagement specific tasks. Examples include but are not limited to:<ul style="list-style-type: none"><li>▪ Configuration tasks</li><li>▪ Customer training</li><li>▪ Offline work including research, analysis and testing</li><li>▪ Account health checks</li><li>▪ Solution integration</li></ul></li></ul></li><li>• Non-Billable Hours include:<ul style="list-style-type: none"><li>○ Certain administrative tasks:<ul style="list-style-type: none"><li>▪ Time used to fill out information in task management tracking system</li><li>▪ Time used to rack the customer down (mostly applies to onboarding)</li><li>▪ Scoping of additional packages</li></ul></li></ul></li></ul>
--------------------------------	---

## **General Professional Services Policies**

- All fixed-fee or custom (hourly) services have an expiration period. The services shall expire, even if unused, one (1) year from the beginning of the service start date as set forth in the applicable Order Form.
- Licensing – All engagements which require ThousandEyes Professional Services to create code for the Customer are licensed under the Customer’s MSA with ThousandEyes. If open source software is required, ThousandEyes will notify Customer of such inclusions and document it appropriately in the final report.
- Access – Customers are required to provide access to systems and key personnel required to complete any service.
- All services are performed remotely, unless explicitly agreed to as part of a custom service.