

TrilioVault Support

GLOBAL SUPPORT AND MAINTENANCE AGREEMENT

Trilio is committed to delivering the best possible customer support experience, from product-related questions to full product resolution in a break/fix scenario. Our Customer Success team is backed by the industry's leading cloud-native engineers to provide an optimal experience in all avenues of your cloud journey.

Follow-the-Sun Support

Trilio supports all aspects of the TrilioVault software solution, with a single point of contact from the Customer Success organization. Support is delivered from Trilio engineers located across the USA and India. Support is available worldwide 24x7x365.

SUPPORT ACCESS

PORTAL <https://trilio.force.com/io/login>

EMAIL support@trilio.io

PHONE 508-233-3912

Support Coverage

Trilio's follow-the-sun support includes technical support and private portal access with rights to new code releases, our knowledge base, a support ticketing system, and invitations to beta programs for next-generation development candidates.

Trilio maintains support for the current release as well as the previous release of TrilioVault.

Customers also have the ability to purchase engineering hours in advance, which provides access to one-on-one support time with a dedicated Customer Success Engineer.

Support Features

As part of a current TrilioVault subscription, customers are entitled to the following services:

| FEATURES | STANDARD |
|-----------------------------|-----------------|
| Support Coverage | Business Hours* |
| Software Updates | ✓ |
| Online Support Tools | ✓ |
| Customer Success Management | ✓ |
| Beta Program Access | ✓ |

* Business hours are Monday through Friday, 9:00 AM to 5:00 PM, and are based on the location of the customer's primary technical contact.

Severity and Response

All support cases are assigned to a Customer Success Engineer (CSE), who ensures that the case is prioritized, routed, and managed appropriately. The CSE will investigate all reported issues and determine severity based on the following classification and criteria:

| SEVERITY | DEFINITION | ACCEPT TIME | UPDATE DELIVERY | CASE RESOLUTION |
|----------|---|-------------|-------------------|------------------|
| Critical | A major impact of Trilio software causing customer's business operations to be severely disrupted | 2 Hours | Daily | 80% in 30 days |
| Moderate | Minor impact on Trilio software functionality | 2 Hours | Weekly | 95% in 60 days |
| Low | Questions or enhancement requests about the Trilio solution | 2 Hours | Weekly or Monthly | 100% in 180 days |

Trilio is fully committed to deliver the industry's best customer experience to our customers. From problem resolution to escalation management, Trilio's Customer Success Engineers provide the industry's "Best-of" experience to ensure your cloud is protected.

About Trilio

Trilio is a leader in cloud-native data protection for Kubernetes, OpenStack and Red Hat Virtualization environments. Our TrilioVault technology is trusted by cloud infrastructure operators and developers for backup and recovery, migration and application mobility. Customers in telecom, defense, automotive and financial services leverage TrilioVault to recover from disasters, migrate workloads, move workloads to new infrastructure and migrate to new software distributions. Connect with us at www.trilio.io and [@triliodata](https://twitter.com/triliodata) on Twitter.