

AMORPHIC
SUPPORT POLICY AND SERVICES LEVEL AGREEMENT

Version Control

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1. Introduction

This document describes Amorphic support for offering provided by Cloudwick's technical support team ("Amorphic Support") in connection with support requests related to bugs, defects, or errors in the Service causing it to fail to perform in material conformance with the Documentation ("Errors"). This document also describes the service level commitments applicable to certain editions of the Service. Customer shall receive Freemium, Bronze, Silver or Gold Support described and subscribed to in the applicable ("Order Form"). This document may be updated by Cloudwick from time-to-time upon notice (which may be provided through the Service or by posting an updated version of the 'SUPPORT POLICY AND SERVICES LEVEL AGREEMENT' at: <https://www.amorphicdata.com/support-services-and-legal/>

2. Audience

This document is intended to provide Amorphic support definitions related to the priority of the incidents.

- Tier 1 support team
- Analytical users
- Program/Technical management

This is a formal document subject to revision and change control. The list of authors is given in the section at the beginning of the document.

3. Submission of Support Cases.

Each Support Case shall; (a) designate the Severity Level of the Error in accordance with the definitions in Table 1, (b) identify the Customer's Account that experienced the error, (c) include information succinctly detailed to allow Amorphic Support to attempt to duplicate the Error (including any relevant error messages), and (d) provide contact information for the Customer Contact most familiar with the issue. Unless Customer expressly designates the Severity Level, the Support Case will default to Severity Level four. If Customer believes that the issue to be related to Client Software (as defined in the Agreement), then the Support Case shall also include the applicable Client Software 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.

4. Severity Level Definitions

Table 1

Sev 1 - Production System Down	Your business is significantly impacted. Important functions of your application aren't available.
Sev 2 - Production System Impaired	Important functions of your application are impaired or degraded.
Sev 3 - System Impaired	Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question.
Sev 4 - General Guidance	You have a general development question, or you want to request a feature.

5. Error Response

Upon receipt of a Support Case, Amorphic Support will attempt to determine the Error and assign the applicable Severity Level based on descriptions in Table 1. Amorphic shall use commercially 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, Amorphic may downgrade the Severity Level by one level. 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 Customer notifies Amorphic Support of a reasonable basis for disagreeing with Amorphic’s designated Security Level, the parties will discuss in an effort to come to a mutual agreement. If disagreement remains after discussion, each party will escalate within its organization and use good faith efforts to mutually agree on the appropriate Severity Level.

Table 2

Global Amorphic Support Hours			
Amorphic Service Regions	Amorphic Subscriptions: Freemium, Bronze, Silver & Gold		
	Basic	Bronze and Silver	Gold
US	No TAC Support	9AM-5PM Mon-Fri Excluding US Recognized Banking Holidays	24x7x365
EMEA	No TAC Support	9AM-5PM Mon-Fri Excluding EU Recognized Bank Holidays	24x7x365
ASEAN	No TAC Support	9AM-5PM Mon-Fri Excluding ASEAN Recognized Holidays	24x7x365

6. Support First Response Times for Production

Table 3

Issue Severity	Amorphic Freemium, Bronze, Silver & Gold First Response Times for Production System			
	Basic	Bronze	Silver	Gold
Sev 4 -General Guidance	Best Effort	M-F 9AM -5PM < 24 business hours	M-F 9AM -5PM < 24 business hours	24 x 7 x 365 < Custom
Sev 3 - System Impaired	Best Effort	M-F 9AM -5PM < 12 business hours	M-F 9AM -5PM < 12 business hours	24 x 7 x 365 < Custom
Sev 2 - Production System Impaired	Best Effort	M-F 9AM -5PM < 12 business hours	M-F 9AM -5PM < 12 business hours	24 x 7 x 365 < Custom
Sev 1 - Production System Down	Best Effort	M-F 9AM -5PM < 8 business hours	M-F 9AM -5PM < 4 business hours	24 x 7 x 365 < Custom

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7. Support Level Entitlements

Table 4

Entitlements	Basic	Bronze	Silver	Gold
Amorphic Support (knowledge-base, forums, articles, events, etc.)	Y	Y	Y	Y
Follow-the-Sun Case Management	N	N	N	Y
Number of Total Customer TAC Contacts	0	3	6	Custom
Case Escalation	N	N	N	Y
Designated Technical Account Manager (TAM) to proactively monitor your environment and assist with optimization	N	N	N	Y
24x7 Phone Access	N	N	N	Y

8. Usage Entitlements

Table 5 – Subscription Usage Entitlements

Plans	Basic Always Free	Bronze \$7K/Monthly	Silver \$12K/Monthly	Gold Custom
Support Model	Portal	8x5 MF / NBD	8x5 MF / 8-hour	Custom
Amorphic Data Lake Manager Application				
100% Amorphic Managed AWS Serverless Application Infrastructure	X	X	X	X
Customizable User Interface Based on Role	X	X	X	X
Serverless Web Application Hosted on Data Lake	X	X	X	X
Zero Downtime Application Upgrade Process	X	X	X	X
Usage Statistics by AWS Service	X	X	X	X
Datalake Health View	X	X	X	X
Advanced Personalization with Bookmarking feature	X	X	X	X
Quick Actions Customization	X	X	X	X
Switch Role features - One user can have multiple roles in Amorphic	X	X	X	X
Personalized Notifications	X	X	X	X
Amorphic Security				
100% Amorphic Managed AWS Security Infrastructure	X	X	X	X
100% Private deployment to AWS account	X	X	X	X
Automated Malware Detection	X	X	X	X
Owasp Top Ten Web Application Security Risks Addressed	X	X	X	X
Advanced Security Headers Injection such as CSP,STS,X-Frame etc	X	X	X	X
Data Encryption at Rest and in Motion	X	X	X	X
IP Address Whitelisting for Access	X	X	X	X
Custom Email Domain Registration for Access	X	X	X	X
Custom VPC Range Deployment	X	X	X	X
Custom Certificate for UI/UX	X	X	X	X
Single Sign On with any SAML based System like AD, OKTA etc.	X	X	X	X
Optional/Enforce MFA for Login	X	X	X	X
Support for Customer's AWS Transit Gateway	X	X	X	X
Support for Customer's AWS Virtual Gateway	X	X	X	X
Manage Data by User/Group/Business Unit/Domains	X	X	X	X
Admin Controlled User/Group Management	X	X	X	X
Role Based Access Control	X	X	X	X
Easy Tagging for Data Classification	X	X	X	X
Advanced Logging Capability to track User, API and Infrastructure Service Actions	X	X	X	X
Secure API access to Amorphic for 3rd Party Integrations	X	X	X	X
Amorphic Data Ingestion & Pipeline				
100% Amorphic Managed AWS ETL Infrastructure	X	X	X	X
High Scale Data Ingestion from any Relational Databases	X	X	X	X
High Scale Data Ingestion from External Storage Systems	X	X	X	X
API Based Data Ingestion	X	X	X	X
Serverless ETL for Data Transformation	X	X	X	X
Low/No Code Drag and Drop ETL	X	X	X	X
Private Connectivity Support to On-Premises/Cloud Data Sources	X	X	X	X
Real-time Data Ingestion using 'Change Data Capture' for Relational Databases	X	X	X	X
Scheduled Data Ingestion and ETL Jobs	X	X	X	X
Query Engine for Ad-hoc Analytics	X	X	X	X
Directly Data Ingestion to Data Lake (S3, DWH (Redshift) or both	X	X	X	X
Views' support for Advanced Analytics	X	X	X	X
Bulk Management for Datasets	X	X	X	X
Define Business Process using Amorphic workflows	X	X	X	X
Amorphic Dev-Ops				
100% Amorphic Managed AWS DevOps Infrastructure	X	X	X	X
Production DataLake deployment in 90 Mins	X	X	X	X
Amorphic Managed Serverless Dev-Ops	X	X	X	X
Zero DevOps required for defining Role Base Access Control or Access Authorization	X	X	X	X
Zero DevOps required for Data Access for User/Groups	X	X	X	X
Zero DevOps required for High Scale Data Ingestion with/without Change Data Capture	X	X	X	X
In-built Automated Pipeline to Move Data across different Storage Services Like S3 to Redshift	X	X	X	X
Automated Schema Validation	X	X	X	X
Amorphic Machine Learning				
100% Amorphic Managed AWS Machine Learning Infrastructure	X	X	X	X
Single Click SageMaker Notebook Creation with Secure Access to Data	X	X	X	X
Register, Test and operationalize ML models Easily	X	X	X	X
Automated ML model application for Unstructured Data	X	X	X	X
Automated ML based Metadata Extraction from pdfs, Images, Documents etc.	X	X	X	X
Easy Creation of Forecasting Models	X	X	X	X
Ability to run Custom ML Models on Data	X	X	X	X
Easy Labelling of Data Using Custom Comprehend Models	X	X	X	X
Ask Questions to Data with Amorphic NLP based Deep Search	X	X	X	X
Amorphic DWH and Visualizations				
100% Amorphic Managed AWS DWH Infrastructure	X	X	X	X
Automatically Move Structured Datasets to Amazon Redshift/Aurora Analytics	X	X	X	X
Automatically Move Key Metadata of the Unstructured Datasets to Redshift/Aurora for Analytics	X	X	X	X
Automatically Create User/Tables/Dbs in Redshift from the Data Lake	X	X	X	X
DWH Connection Details are Embedded in the Data Catalog	X	X	X	X
Embedded Dashboards for AWS QuickSights or any other BI service	X	X	X	X
JDBC Connectivity to your Favorite BI Tools like Tableau, QlikView, Looker etc.	X	X	X	X
Ad-hoc Analytics via Query Engine	X	X	X	X
Amorphic Data Catalog				
100% Amorphic Managed AWS Catalog Infrastructure	X	X	X	X
Seamless Data Discoverability	X	X	X	X
One Click Data Share functionality	X	X	X	X
Business Data Dictionary	X	X	X	X
Data Profiling for Structured Data	X	X	X	X
Google Like Indexed Search for all Data in Data Lake	X	X	X	X
Automated Schema Extraction	X	X	X	X
Tagging/Classification of Data	X	X	X	X
One Catalog for all Data in Data Lake - Structured, Semi-structured and Unstructured	X	X	X	X
One Catalog for all Storage in Data Lake (S3, Redshift/Aurora etc.)	X	X	X	X
Support for Text/Documents	X	X	X	X
Support for PDF	X	X	X	X
Support for Audio data	X	X	X	X
Support for Video data	X	X	X	X
Support for Image data	X	X	X	X
Support for Excel Documents	X	X	X	X
Intelligent Catalog with Auto Data Extraction from Unstructured data using ML	X	X	X	X
Amorphic Search				
100% Amorphic Managed AWS Search Infrastructure	X	X	X	X
Global Search - Search Across Datalake for Datasets, Jobs, ML models, Dashboards etc.	X	X	X	X
Dataset Search - Search across the Intelligent Datasets including Unstructured Data like PDF, J	X	X	X	X
Deep Search - Ask Questions to your Data with Amorphic NLP Deep Search	X	X	X	X

9. Gold Service Level Availability & Credits

If Customer is receiving Gold Support Level, target availability for the Amorphic Service is ninety-nine and nine tenths percent (99.9%) per calendar month (based on minutes of availability/total minutes per month) (“**Service Level**”). 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 Customer request 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 6- Gold Support Level SLA

Availability	Service Level Credit
Under 99.9% 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%	7 x Amorphic Daily Credit

Example Calculation – Customer is paying \$600,000 USD per year for Gold 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 $(\$50,000 / 31 \text{ days} = \$1,613 \times 3 = \$4,839$ Credit which will be paid to customer by check within 60 days.

10. 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 this Agreement or Documentation, (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 or proof-of-concept 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 third party software or service other than those approved by Cloudwick in writing, 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 modeling, code development, migration, or product training, then Customer and Cloudwick must enter into a mutually executed Statement of Work for such services.