JumpCloud
Support Description – Premium

Last Updated: December 5, 2023

If a customer has selected JumpCloud's Premium support offering in an Order with JumpCloud, then this Support Description – Premium (the "**Support Description**") is hereby incorporated into the agreement between Customer and JumpCloud applicable to such Order (the "**Agreement**"). Capitalized terms used but not defined in this Support Description will have the meanings ascribed to them in the Agreement. Subject to the payment by Customer of the
support fees applicable to the Premium support as set forth in the applicable Order, during the applicable Order Term, JumpCloud will use commercially reasonable efforts to provide the support services described in this Support Description.

1. **Help Center and JumpCloud University** Customer is permitted to access JumpCloud's Help Center located at: https://support.jumpcloud.com/ (the "**Help Center**") and JumpCloud University, which is JumpCloud's learning hub for education and certifications at https://university.jumpcloud.com/.

2. **Support**. During the applicable Order Term, JumpCloud will provide Customer with the support described in this Section 2. Customer must promptly report to JumpCloud those bugs, errors, and nonconformities regarding the Service ("**Errors**") of which Customer becomes aware. Support services shall be provided only to Users who have been assigned administrative rights in the JumpCloud user management console. JumpCloud is not obligated to provide support services directly to any non-administrative Users.

   a. **Support Includes:**

      i. Product defect (break/fix) support and issue triaging, analysis and resolution;
      ii. Product integration assistance with resources through JumpCloud-supported protocols; and
      iii. Assistance to understand and navigate product features.

   b. **Support Does Not Include:**

      i. End-user support;
      ii. Product customizations;
      iii. Resource integration assistance through unsupported protocols equipment, or software;
      iv. Professional Services, including but not limited to custom scripts, custom commands, migration, and/or implementation (hands on or consultation) assistance;
      v. Product training; and
      vi. Support communication in languages other than English.

c. **Contacting Support.** JumpCloud will provide to Customer 24x7x365 technical support relating to the Service via:

    i.   <u>Phone</u>: Accessing Phone Support will require admin to enter their Premium Support pin. This pin can be found in your premium support welcome letter. Toll-Free Numbers are as follows:
- USA 1-855-481-9316
- France 338-0598-8144
- UAE 9718-0003-21262
- United Kingdom 4480-0066-8529
- Canada 1-800-931-9627
- Australia 6118-0095-3592
- Israel 9721-8093-49196
- Singapore 6580-0321-1484
- Brazil 5580-0891-3820
- India 9180-0050-3382

    ii.   <u>Chat</u>: Contact support via chat by logging into the admin console and accessing the chat feature on the left hand navigation bar.

    iii.   <u>In-Product</u>: Submit a case via the admin console.

Prior to contacting JumpCloud Support, Customer is encouraged to review the Help Center, https://jumpcloud.com/support. Should Customer not find a solution, requests should be submitted via the methods described in this Section 2(c). All contact with JumpCloud Support must come from an active, valid JumpCloud admin account. End users are not supported by JumpCloud Support staff. Note that further authentication of Customer's identity may be required for security reasons. When reporting an Error, Customer is encouraged to provide as much detail as possible, including:

- Detailed Error Description;
- Troubleshooting Actions Taken;
- Pertinent Error Messages and Screenshots; and
- Applicable OS logs
  - Windows: C:\Windows\Temp\jcagent.log
  - Mac & Linux: /var/log/jcagent.log

d. **Support Limitations**. The Service may involve many different types of resources including systems, applications, file servers, and networks. JumpCloud will make commercially reasonable efforts to correct Errors related to the Service, but JumpCloud cannot guarantee that the Service is compatible with each and every resource in Customer's environments. Where applicable, JumpCloud will make commercially reasonable efforts to document JumpCloud's learnings in the Knowledge Base, and JumpCloud encourages Customer to check the Help Center for officially supported resource integrations and protocol support. JumpCloud is not responsible for the quality or support assistance of third-party resources

or resources which cannot connect to any of JumpCloud's documented and approved protocols. If Customer's systems are End of Life, unpatched, or otherwise out of date, Customer's systems must be updated in order to receive support. For a current list of the versions of hardware and software JumpCloud supports, customers are encouraged to check the Help Center.

e. **Issue Prioritization and Escalation**. Errors that impact Customer's ability to integrate JumpCloud with resources actively used by Customer's business to manage the daily business needs of Users will take priority, based on severity, beginning with customers and partners who have selected JumpCloud's Premium Support offering. Target response times are based on support level and the severity of the Error reported. Customers are entitled to escalate support for Errors through the case, phone, or chat.

f. **Error Corrections.** JumpCloud will use commercially reasonable efforts to initially respond to Errors in the Service reported by Customer in accordance with the following response time targets.

g.

Severity Level	Impact	Target Time for First Response Only
Severity 1	Entire loss of functionality; Severe operational impact; Majority of Users impacted.	1 Hour
Severity 2	Major loss of functionality; Operations / User impact high.	2 Hours
Severity 3	Partial loss of functionality; Operations not severely impacted; User impact is low	4 Hours
Severity4	Non-critical error; cosmetic error or enhancement request.	1 business day

h. **Status Page**. JumpCloud's real time status page, https://status.jumpcloud.com, provides real time information about any service disruptions or system outages. It serves as a centralized hub for customers to check and subscribe to updates on the current status.

3. **Uptime.** JumpCloud will provide a 99.9% Uptime for the Service in each calendar month during the applicable Order Term ("Calendar Month"). Uptime will be measured on a cumulative basis across the total number of services made available by JumpCloud in such calendar month (the "Number of Services").

a. **Number of Services**. The Number of Services currently includes the services listed below, which may be updated from time to time as JumpCloud makes additional services available. JumpCloud will update this Support Description from time to time, with or without notice to Customer, to include the then-current list of Number of Services.

- User Console
- Admin Console
- Agent-based Authentication
- LDAP
- RADIUS
- SAML
- SCIM
- MFA
- API infrastructure
- Policies
- Command Runner
- Workday Integration
- G Suite Integration
- Office 365 Integration
- Mobile Device Management
- System Insights
- Directory Insights

b. **Calculation of Uptime.** As used in this Support Description, "**Uptime**" = [((Total minutes in Calendar Month * Number of Services) – Downtime) / ((Total minutes * Number of Services in Calendar Month) – Excluded Downtime)] X 100.

c. **Downtime**. Downtime shall equal the cumulative number of minutes each of the Number of Services are not accessible during the Calendar Month. As an example, if RADIUS, LDAP and MFA are down for 10 minutes each in a Calendar Month, total Downtime would be 30 minutes.

d. **Excluded Downtime.** Excluded Downtime means any Downtime that is the result of:
   i. Configuration errors made by Customer;
   ii. Customer prevents (including but not limited to omission of relevant information and lack of communication) JumpCloud from performing required maintenance, including any necessary upgrades;
   iii. Customer's unsupported equipment or software or by other services not within JumpCloud's reasonable control;
   iv. Circumstances beyond JumpCloud's reasonable control such as floods, war, and acts of god;
   v. Customer's use of beta or trial versions of the Service;
   vi. Scheduled Maintenance that has been communicated to Customer by JumpCloud in advance with a reasonable notice period; and
   vii. Use by Customer of other than the latest version of the JumpCloud Agent.

Excluded Downtime will include the cumulative number of minutes each of the Number of Services are not accessible during the Calendar Month due to the reasons provided above. As an example, if all 16 services were not accessible for 10 minutes in a Calendar Month due to required maintenance, Excluded Downtime would be 160 minutes.

e. **Downtime Credits**. In the event that Uptime falls below 99.9% during any one Calendar Month, then JumpCloud shall, upon Customer's written request (as long as such written request is made within ten (10) days from the end of the applicable Calendar Month) (a "Credit Request"), without undue delay, either credit or refund Customer, at Customer's option, an amount equal to the following percentages:

Uptime	Credit % of Service Fees for Calendar Month
<99.9%	10%
<99%	25%
<95%	50%

All Credit Requests are subject to verification against JumpCloud's system records.

f. **Sole Remedy.** THE ISSUANCE OF DOWNTIME CREDITS UNDER SUBSECTION 3(E) OF THIS SUPPORT DESCRIPTION STATES JUMPCLOUD'S ENTIRE LIABILITY AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY FAILURE BY JUMPCLOUD TO MEET THE UPTIME.