

JumpCloud

Support Description – Premium

If 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 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. **Knowledge Base.** Customer is permitted to access JumpCloud’s Knowledge Base located at: <https://support.jumpcloud.com/> (the “**Knowledge Base**”).

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 non-conformities regarding the Service 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 and issue triaging, analysis and resolution
- ii. Product integration assistance with resources through JumpCloud-supported protocols
- iii. Product training, implementation and migration assistance services can also be provided by JumpCloud’s customer support team.

b. **Support Does Not Include:**

- i. End-user support
- ii. Product implementation, training, or migration for free accounts
- iii. Product customizations
- iv. Resource integration assistance through unsupported protocols, equipment, or software
- v. Product training for free accounts
- vi. Professional services or product implementation
- vii. Support communication in languages other than English

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

- i. Email: Contact support and generate tickets for assistance via support@jumpcloud.com
- ii. Web: Submit a case via <https://support.jumpcloud.com> and follow the link to Submit a Case
- iii. Phone: Contact support via phone - + 1 720 240 5005, Option 2, and provide Customer’s PIN
- iv. Chat: Contact support via chat by going to <https://support.jumpcloud.com>
- v. In-Product: Submit a case via the Administrator Portal

Prior to contacting JumpCloud Support, Customer is encouraged to review the Knowledge Base. Should Customer not find a solution, requests should be submitted via the methods described above. Note that further authentication of Customer’s identity may be required for security reasons. When reporting an issue, Customer is encouraged to provide as much detail as possible, including:

- Detailed Issue Description
- Troubleshooting Actions Taken
- Pertinent Error Messages and Screenshots

- Applicable OS logs:
 - i. Windows: C:\Windows\Temp\jcagent.log
 - ii. Mac & Linux: /var/log/jcagent.log

d. **Support Limitations.** The Service touches many different types of resources including systems, applications, file servers, and networks. JumpCloud will make reasonable efforts to correct any and all issues related to the Service, but JumpCloud cannot guarantee that the Service is compatible with each and every resource in Customer’s environments. JumpCloud will make reasonable efforts to document JumpCloud’s learnings in the Knowledge Base, and JumpCloud encourages Customer to check the Knowledge Base for officially supported resource integrations and protocol support. JumpCloud cannot be 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, JumpCloud’s policy is to request an update to Customer’s systems before providing support. For a current list of the versions of hardware and software JumpCloud supports, Customer is encouraged to check the Knowledge Base.

e. **Issue Prioritization and Escalation.** Issues that impact Customer’s ability to integrate JumpCloud with resources actively used by Customer’s businesses 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 issue reported. Customer is entitled to immediate escalation through phone or chat. Customer is entitled to immediate escalation through phone or chat.

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

Severity Level	Impact	Target Response Time
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, non-critical issue; Operations not severely impacted; User impact is low	4 Hours

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
- MFA
- API infrastructure
- Policies
- Command Runner

- Workday Integration
- G Suite Integration
- Office 365 Integration

b. **Calculation of Uptime.** As used in this Support Description, “**Uptime**” = $\frac{((\text{Total minutes in Calendar Month} * \text{Number of Services}) - \text{Downtime})}{((\text{Total minutes} * \text{Number of Services in Calendar Month}) - \text{Excluded Downtime})} * 100$.

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:

- Configuration errors made by Customer.
- Customer preventing JumpCloud from performing required maintenance, including any necessary upgrades.
- Customer’s unsupported equipment or software or by other services not within JumpCloud’s reasonable control.
- Circumstances beyond JumpCloud’s reasonable control such as floods, war and acts of god.
- Customer’s use of beta or trial versions of the Service.
- Scheduled maintenance that has been communicated to Customer by JumpCloud in advance with a reasonable notice period.
- 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 13 services were not accessible for 10 minutes in a Calendar Month due to required maintenance, Excluded Downtime would be 130 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 of the end of the applicable Calendar Month) (a “**Credit Request**”), promptly 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. Upon request, JumpCloud shall make available to Customer a monthly record of Uptime.

f. **Right to Terminate.** In the event that JumpCloud fails to meet the Uptime for three (3) Calendar Months during a twelve (12) Calendar Month-period, Customer may terminate the Agreement without penalty by providing prior written notice to JumpCloud within thirty (30) days of the end of the Calendar Month during which such termination right accrues. In the event of such a termination, Customer will receive a pro-rata refund of the prepaid, but unused Service Fees applicable to the period after termination.

g. **Sole Remedy.** THE ISSUANCE OF DOWNTIME CREDITS UNDER SUBSECTION (E) AND CUSTOMER’S TERMINATION RIGHT UNDER SUBSECTION (F) 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.