JumpCloud
Support Description – Standard

Last Updated: June 16, 2020

If a Customer has selected JumpCloud's Standard support offering in an Order with JumpCloud, then this Support Description – Standard (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 Standard 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. This Support Description may be modified by JumpCloud at any time without notice to or consent of Customer. Modifications become effective immediately upon Customer's first access to or use of the Service after the "Last Updated" date at the top of this Support Description. Customer's continued access to or use of the Service after the modifications have become effective will be deemed Customer's conclusive acceptance of the modified 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 nonconformities 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 customizations
      iii. Resource integration assistance through unsupported protocols,

              equipment, or software
    iv.   Professional services
    v.   Support communication in languages other than English

c. **Contacting Support.** JumpCloud will provide to Customer technical support relating to the Service, 9 a.m. to 5 p.m.. US Mountain Time, Monday through Friday, excluding US holidays, via:

    i.   <u>Email</u>: Contact support and generate tickets for assistance via support@jumpcloud.com
    ii.   <u>Web</u>: Submit a case via https://support.jumpcloud.com and follow the link to Submit a Case
    iii.   <u>In-Product</u>: 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
    - Windows: C:\Windows\Temp\jcagent.log
    - 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 Standard support offering. Target response times are based on support level and the severity of the issue reported. Customer is entitled to escalate through the case.

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	4 Hours
Severity 2	Major loss of functionality; Operations / User impact high.	8 Hours
Severity 3	Partial, non-critical issue; Operations not severely impacted; User impact is low	Next Business Day