

JumpCloud
Support Description – Standard

Last Updated: December 5, 2023

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.

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
- 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, such as assistance with custom scripts, custom commands, migration, and/or implementation (hands on or consultation) assistance;
- v. Product training;
- vi. Modifications or troubleshooting on service providers or resources outside of JumpCloud; and

vii. Support communication in languages other than English.

c. Contacting Support. Support hours are from 9 AM to 5 PM local time (not including regional holidays). The support team will be available to address inquiries, provide assistance, and help users with any product-related issues or questions. Standard support tickets may not be responded to on weekends, holidays, or outside of designated 9am-5pm support hours.

In-Product: Submit a case via the admin console or chat with JumpCloud's automated chat bot.

Prior to contacting JumpCloud Support, Customers are encouraged to review the Help Center. Should Customer not find a solution, requests should be submitted via the methods described above. All contact with JumpCloud Support needs to 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 issue, Customer is encouraged to provide as much detail as possible, including:

- Detailed Issue 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 Help Center, 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 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 for Errors through the case.

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.

Severity Level	Impact	Target Time for First Response
Severity 1	Entire loss of functionality; Severe operational impact.; Majority of Users impacted.	4 Hours
Severity 2	Major loss of functionality; Operations / User impact is high.	8 Hours
Severity 3	Partial, non-critical issue; Operations not severely impacted; User impact is low	Next Business Day

g. 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.