

HAProxy Support Terms

These Support Terms (“**Support Terms**”) describes how the Customer gains access to Support and are incorporated by reference into the applicable Subscription and Services Agreement entered into by and between Customer and Company (“**Agreement**”). Defined terms used but not defined herein will have the meaning set forth in the Agreement.

ADDITIONAL DEFINITIONS

“**Critical Defect**” shall mean a Defect which renders the core functionality of the Software inoperable.

“**Consultative Support**” shall mean the assistance provided to Company upon request related to best practices and optimization of the Software.

“**Defect**” means a condition in the Software reported to Company that causes the Software to fail to function in compliance with the material technical specifications of the Software and Documentation.

“**Moderate Defect**” means a Defect which causes a message error or document error but does not significantly impact the operation of the Software. Workarounds are generally available. Such Defects may be dealt with by Patch or by Workaround or in the next Release.

“**Patch**” means an update to the software, typically to fix a known Defect(s).

“**Workaround**” means a temporary solution which restores operational capability of the Software, without severely compromising the performance thereof. For the purposes of clarity, “severely” is defined as not greater than a 30% performance penalty to core load balancing functionality.

1. Services Requests

Customer can request assistance by e-mail, web, or by telephone (a “**Services Request**”). Services Requests made by telephone must be accompanied by a written Services Request. In the written Services Request, Customer will include a Defect report enclosing results of Defect analysis with all the reasonable information to enable Company to carry out the Support Services without undue delay.

Customer shall use commercially reasonable efforts to evaluate whether the Defect originates within the Software and take reasonable means to qualify and characterize the Defect. Categorization of the Defect will be made in accordance with the Defect level definitions set forth herein. Services Requests shall be categorized according to the category of the Defect identified. Company will take into consideration Customer’s estimated categorization of the Defect.

2. Response to Service Requests

Company will acknowledge receipt of the Services Request and of the Defect report by email in accordance with the response times set forth herein. The response will include an identification number and confirmation of the Services Request, and may include a request for further information. During the performance of the Support Services, the communication processes described herein will apply until the Resolution of the Defect or closure of the Services Request.

3. Response Times

The Support Services shall be provided according to the following service levels:

Service Request Priority	Premium Support Response Time	Business Support Response Time
Critical	30 minutes	8 hours
Moderate	2 days	Commercially reasonable
Informational	3 days	Commercially reasonable
Consultative Support	Business Hours	N/A

The above timeframes start from the effective sending by Customer of a Services Request with all the necessary and appropriate information related to the Service Request

4. Escalation Procedure

Escalation Stage	Method
Normal	Send an e-mail to support@haproxy.com or create ticket via the customer portal.
Critical	In EMEA, call +33.1.30.67.60.71 In USA, call +1-844-222-4340 and press 3 for support
No response or unacceptable response	Contact the support manager; Chad Lavoie on +1.860-501-0305 or clavoie@haproxy.com
Executive escalation	executives@haproxy.com

5. Remote Login

Company does not offer remote login for support. Screen sharing options are available.

6. On-Site Support

On-site support is available as consumable Professional Services credits. Please contact sales@haproxy.com

7. Other Support Services

Support Service	Premium Support	Business Support
HAPEE Supported Versions	Current Version – 3 years	Current Version – 3 years
ALOHA Supported Versions	LTS Releases Current Version – 3 years Non LTS Releases Current Version – 18 months	LTS Releases Current Version – 3 years Non LTS Releases Current Version – 18 months
Support Hours	24/7	09h00 – 18h00
Communication	Web Portal, Phone, Email	Web Portal, Phone, Email
Maintenance & Updates	Included	Included