

 **BACKBOX**
Service Level Agreement (SLA)



1.	Agreement Overview.....	3
2.	Objectives	3
3.	Service Agreement.....	3
3.1	SLAs.....	3
3.2	Support Availability	4
3.3	Knowledge Base	4
3.4	Product Support.....	4
3.5	Contacting Support	5
3.6	Product Updates	5
3.7	Customer Requirements.....	6
3.8	Service Provider Requirements.....	6
4.	Escalation.....	7



1. Agreement Overview

This Agreement outlines the Service Level Agreement (“SLA” or “Agreement” or “Service”) between BackBox Software LTD. (“BackBox”) and the Customer for providing support services on the BackBox Product (“Product”).

This Agreement is valid for Customers through the end date specified on the BackBox license Certificate which is supplied by BackBox upon order. A valid BackBox License is required for the Product to function.

This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Objectives

The **objectives** of this Agreement are to:

- Provide clear reference for ownership, accountability, roles, and responsibilities.
- Present a clear, concise, and measurable description of service.

3. Service Agreement

The following parameters of the SLA outline the responsibility of BackBox and the Customer.

3.1 SLAs

BackBox offers multiple SLAs and prioritizes requests into one of the following categories.

- **Priority 1** - BackBox is down. No backups performed; Files cannot be retrieved (*High*)
- **Priority 2** - BackBox is operational, some backups failing (*Medium*)
- **Priority 3** - BackBox is operational, backups working, configuration problem (*Medium*)
- **Priority 4** - BackBox is operational, backups and configurations working. Addition of new device type or updating existing backup types (*Low*)

Customers can purchase one of the following SLAs. The SLAs may be modified at any time by BackBox without notification to, or consent of, the Customer. Modifications become effective immediately upon the first access or use of the Service.

	Bronze	Silver	Gold	Platinum
Priority 1	Next Business Day	4 hours	1 hour	1 hour
Priority 2	Next Business Day	Next Business Day	4 hours	1 hour
Priority 3	Next Business Day	Next Business Day	Next Business Day	4 hours
Priority 4	Next Business Day	Next Business Day	Next Business Day	Next Business Day



3.2 Support Availability

BackBox's normal hours of operation ("Normal Business Hours"), excluding published holidays, are:

- Sunday – 1am – 9am US CST
- Monday through Thursday - 1:00am – 5pm (US CST)
- Friday - 7am – 5pm US CST

Customers that require 24x7x365 support must purchase a Gold or Platinum SLA.

Customers are encouraged to self-serve by reviewing the BackBox Knowledge Base prior to contacting BackBox for Product Support. The Knowledge Base is located at <https://support.backbox.com> and is available 24x7x365 for all Customers with valid Support Portal logins. If no solution can be found in the Knowledge Bases, Product Support can be obtained through the methods listed in section 3.5 Contacting Support.

Case response and resolution will be provided by BackBox in accordance with the SLA purchased by the Customer.

Customers that purchase a Platinum SLA may contact support via telephone 24x7x365 and are encouraged to submit a follow up case via email for P1 or P2 issues.

Customers on SLAs other than Platinum are entitled to phone support during Normal Business Hours covered in 3.2 - Support Availability.

3.3 Knowledge Base

Customers are permitted and encouraged to access the BackBox Support Portal Knowledge Base located at <https://support.backbox.com>. The Support Portal requires registration and login approval at BackBox's sole discretion.

3.4 Product Support

Product Support includes:

- Issue triaging and defect fixes.
- Implementation assistance with out-of-the-box functionality.
- Access to subject matter expertise, documents, and videos.

All reported support issues must be tracked as cases ("Case Number"). Product Support may include Professional Services if the Customer is covered under a Platinum Service Agreement. Otherwise, all services are billable at the current, published rates.



3.5 Contacting Support

When contacting BackBox for assistance, Customers are encouraged to provide as much detail as possible, but nothing less than:

- Contact information that identifies the customer
- Brief Description (Subject)
- Detailed Description of the issue
- Troubleshooting Actions Taken
- Pertinent Error Messages and Screenshots
- Log files from the components that are exhibiting the issue
- Best contact methods and times

All efforts will be made to resolve the issue without accessing the Customer environment, however, Customers should be prepared to allow remote access to the Product for BackBox to investigate the issue within the Customer environment using modern remote-control products, for example Zoom.

Customers may contact BackBox for assistance using the following methods:

- Telephone support – 1-833-BACKBOX (1-833-222-5269)
 - Bronze, Silver, and Gold SLA customers may contact BackBox via telephone during Normal Business Hours. These calls may be queued.
 - Platinum SLA may contact BackBox 24x7x365 for Priority 1 and 2 issues.
 - Regardless of the SLA, Customers that contact BackBox for Priority 1 and 2 issues must follow up with an email so the issue can be properly tracked and communicated.
- Email support – support@backbox.com
 - Customer may submit a support case via email 24x7x365.
 - Response times will be in accordance with the purchased SLA.
 - For Priority 1 or Priority 2 issues, Customers are encouraged to also call the number listed above.
- Community Based Support Portal Support – <https://support.backbox.com>
 - Customer may submit a support case via the BackBox Support Portal 24x7x365.
 - Response times will be in accordance with the purchased SLA.
 - For Priority 1 or Priority 2 issues, Customers are encouraged to also call the number listed above.

3.6 Product Updates

All Customers with valid maintenance agreement in place are entitled to new releases, upgrades, and patches provided they have a valid license.



BackBox will release product updates that will include the following:

1. Major Versions include new capabilities and features that bring added value to the existing BackBox software.
2. Minor Versions may include existing feature enhancements, updated automation operations:
 - a. Bug fixes
 - b. New backup/recovery scripts for new Vendors, Products or Versions
 - c. New IntelliChecks Signatures
 - d. New Task Automations
3. Security Updates include vulnerability fixes ("CVE") related updates to existing distributions installed on the BackBox servers on-premises in customer environments.

All product updates are intended to be Customer installable and can be downloaded from the BackBox Support website under Product Downloads:

<https://backbox.com/support/>

For issues deemed Priority 1 or 2 where it is determined the issue resides solely with the Product, and BackBox can provide reasonable resolution to the issue through the Product, BackBox will provide a fix or a patch as quickly as possible.

3.7 Customer Requirements

Customer responsibilities and requirements include:

- Payment for all support costs at the agreed interval.
- Availability of customer representative(s) when resolving a service-related incident or request.
- Remote access to the BackBox Product via screen share.

3.8 Service Provider Requirements (MSP, MSSP)

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for renewals, upgrades, and new releases.



4. Escalation

Should a customer need to escalate a P1 or P2 issue, or if they are not satisfied with their BackBox experience, they are encouraged to use the following contact list based upon regional business hours. For Customers with Bronze SLA's, responses will be Next Business Day. If the escalation is regarding a support issue, please ensure a support case is logged. If the escalation is unrelated to a support case, please be prepared to provide as much background as possible.

US (Business Hours), APAC (Morning), EMEA (Afternoon)

- Jim Burglin – VP, Customer Experience (US based)
 - Phone: +1-720-883-3519
 - Text: +1-720-883-3519
 - Email jim@backbox.com and support@backbox.com
- Alex Reidler – Customer Support Manager (Israel based)
 - Phone: +972-545-893893
 - Text: +972-545-893893
 - Email: alexr@backbox.com and support@backbox.com

EMEA (Business Hours), APAC (Afternoon, Evening), US (Morning)

- Alex Reidler – Customer Support Manager (Israel based)
 - Phone: +972-545-893893
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