



TuxCare Basic Support For TuxCare Services Service Definition

DISCLAIMER

TuxCare reserves the right to change this document in whole or in part at any time, without prior notice or explanation to the user.

1. INTRODUCTION

This document defines the Basic Support program included with all licenses of TuxCare Services: Extended Lifecycle Support, and Live Patching Service. Basic Support is provided at no additional charge, and is intended to be a base-level technical support offering wherein “best effort” is provided to our customers. It is limited in scope, not intended to be consultative in nature, nor to provide product training. If a more comprehensive or robust technical support service is required, please consult your TuxCare salesperson for options.

2. DEFINITIONS

“Customer,” “End User,” “User,” “You/Your” shall mean an organization which has a valid license to the Product that is supported in accordance with this Program.

“Customer Technical Lead” shall mean an employee or authorized contractor of Customer who shall complete required TuxCare product training, in order to serve as Customer’s first line of internal support for the purpose of triaging TuxCare related product issues, and who shall have authority to submit Technical Support Incidents and Service Requests to the TuxCare Technical Support.

“Incident” shall mean any event reported by the Customer, which is not part of the standard operation of a Product, and which causes, or may cause, an interruption to, or a reduction in, the quality of service provided by the Product.

“Incident Severity/Urgency” shall mean a measure of the business criticality of an incident or problem based on the business needs of the Customer. See Appendix 1 for more details.

“Known Error” shall mean a Problem that becomes a Known Error when the root cause is known, and a temporary workaround or permanent alternative has been identified.

“Problem” shall mean an unknown underlying cause of one or more Incidents. It becomes a Known Error when the root cause is known, and a temporary workaround or permanent alternative has been identified.

“Product(s)” shall mean software product(s) or service(s) of TuxCare, which the Customer has purchased, deployed, installed, and used in accordance with the terms of a License Agreement between TuxCare and the Customer.

“Product Error” shall mean undeclared behavior of the Product or Services.

“Response time” shall mean the elapsed time measured from the moment of any incident receipt until confirmation of receipt by TuxCare to the initiator (via support system or email).

“Service Request” shall mean a request from a Customer for support, delivery, information, advice, or documentation, which is not related to an incorrect functioning or non-functioning of the Product(s) or Service(s).

“Upgrade” shall mean a Product or Service update associated with assigning a new version number.

“Workaround” shall mean a procedure that may serve as a temporary solution to an incident.

3. SERVICE FEATURES

Feature	BasicSupport
Patches/Updates	Regular patches & updates for Linux kernel and core packages
Deliver Frequency	14 business day patch delivery on CVSS and higher CVEs
Incident Support	24/7/365 email support
Temporary Branch Support	Not available
Allowed Number of Customer Technical Leads	1

4. DESCRIPTION OF SUPPORT PROGRAM

ACCESSING TECHNICAL SUPPORT:

TuxCare Technical Support is designed for clients with IT staff trained on the use of TuxCare products and services. Customer and TuxCare will agree on Customer Technical Leads with the client, who will be entitled to access TuxCare Technical Support services; Customer Technical Leads must complete TuxCare training requirements.

TuxCare has designed a comprehensive self-serve portal which contains a number of valuable resources that can be used to help resolve customer issues, answer basic questions, share information with other customers, and generally provide a refresher for trained users. Also available on the portal are brief instructional videos, change logs, user documentation, and more. The TuxCare Support Portal can be found here:

[Support Portal | TuxCare](#)

This portal is available 24x7x365, and there is no additional charge to access it. It is expected that customers with Basic Support will be able to resolve most issues or inquiries through the use of the portal but if further help is required Customer Technical Leads may submit Technical Support Incidents and Service Requests to the TuxCare Technical Support team via our support ticketing system (which is also accessible from the self-serve portal). Basic Support includes:

- Customers will be supplied with instructions describing use of the TuxCare ticketing system during on-boarding
- User accounts will be created for each nominated user within each client organization
- User accounts will have access to log, view and respond to tickets
- Acceptance of requests 24 hours a day, 365 days a year
- Unlimited number of tickets may be submitted

RESPONSE AND RESOLUTION TIMES

Requests from customers of the Basic Support program are assigned lower priority than requests from premium support customers. (If you are interested in purchasing premium support, please contact your TuxCare sales representative.) When submitting a ticket, Customers will select the appropriate Severity Level, as defined in Appendix A, from a drop-down list; TuxCare reserves the right to change the Severity Level based on available information. Response Times Service Level Objectives (SLOs) are not guaranteed, and are provided on a “best effort” basis; the SLOs are determined by the Severity Level of the incident.

Severity Level	Response Time SLO	Resolution Time SLO
1	30 minutes	4 hours
2	2 hours	1 business day
3	8 hours	2 business days
4	1 business day	5 business days

INCIDENT RESOLUTION COOPERATION

Some incidents may require reproduction by TuxCare for the purpose of testing and verifying a product error. Customer agrees to provide TuxCare with all information which may be necessary for reproducing the condition under which the incident will re-occur and could be examined.

TuxCare will endeavor to reproduce the incident as soon as all the necessary information and software and/or hardware is provided. If the incident could not be reproduced, Customer should grant to TuxCare supervised remote access to the malfunctioning system.

If the incident cannot be reproduced by either party, or Customer did not grant access to the network environment where the incident could be reproduced, or if it is detected that the incident’s cause lies beyond the Product or the Service, the incident cannot be classified within this Support Program.

An incident may at any time be either on the Customer’s side (i.e., Customer is taking actions that will promote/expedite the resolution of the issue by TuxCare) or on the TuxCare side. An incident is on the Customer’s side when TuxCare engineers request information from the Customer. When Customer provides the requested information to TuxCare, the incident is considered to be on the side of the latter. The period during which the incident may be on the Customer’s side is limited to one calendar week. If the Customer’s response is overdue, the incident is closed by timeout.

POST-INCIDENT SATISFACTION SURVEY

CloudLinux measures customer satisfaction by means of a post-incident email survey, which is sent to customers after each incident has been resolved, and the ticket closed. We ask that you please complete this one-question survey each time you have submitted an incident that is subsequently resolved, so that we may better understand how we’re doing in providing support to our customers. We promise that we review each survey, and that we use the results to continuously improve our service.

APPENDICES

Appendix A. Incident Severity Levels

Level: Descriptor	Criteria/Definition
Level 1: Business Standstill	<p>Production and/or mission critical services are down and there is no immediate workaround.</p> <ul style="list-style-type: none">• All or a majority of your mission critical environment is unavailable or not functioning• Your business operations are completely disrupted• Majority / All Critical users affected• Request from important client/partner (subject to management approval)
Level 2: Major Impact	<p>Major feature or function failure; operations are severely restricted, but a workaround is available.</p> <ul style="list-style-type: none">• Critical business operations seriously affected• Direct fiscal impact• Substantial number of users are affected, or critical group of users are affected that would not allow the business to run normally
Level 3: Minor Impact	<p>Minor feature or function failure; standard business operations can continue, though possibly in a minor restricted manner.</p> <ul style="list-style-type: none">• No immediate direct fiscal impact• A temporary workaround may have been provided
Level 4: General Inquiry/Issue	<p>General usage questions or other non-critical inquiries.</p> <ul style="list-style-type: none">• Small number of users/systems affected• Documentation issue• General information request• Enhancement request

Appendix B: Quality management

Incident escalation

Customer may escalate unresolved incidents or reports of dissatisfaction according to the following scheme:

Escalation Level	1	2	3
Escalation Path	Technical Senior Support Engineer	TuxCare Unified Team or Specialized Support Team Lead or Manager	Chief Experience Officer (CXO)

Provision of reports on open incidents

During the process of incident resolution, TuxCare will make every effort to promptly provide Customer with information regarding open incidents' status, according to the following table.

Severity Level	Report Schedule (by email, telephone, or online meeting app)
1	By agreement, but not more often than once a day
2	At least once every 5 business days
3	At least once every 2 weeks
4	Upon customer request

Limitations of the Support Services

Technical support covered by any of the TuxCare Support Programs shall not be provided in the following cases:

- Incidents already resolved for the Customer (e.g., an incident that occurred on one installed copy of the Product/Service after the same incident had been resolved for another copy of the Product/Service)
- Troubleshooting of all issues similar or identical to already resolved issues (i.e., the incidents to which a previously produced solution can be applied without additional guidance from TuxCare)
- Incidents caused by Customer's hardware malfunction
- Incidents caused by software platform incompatibility (including, but not limited to beta software, new versions of service packs or additions, whose compatibility with the Product/Service has not been confirmed by TuxCare)
- Incidents caused by installing and running third-party applications (including, but not limited to the list of unsupported or incompatible applications published in the documentation)
- Incidents for which the Customer cannot provide accurate information, as reasonably requested by TuxCare, in order to reproduce, investigate, and resolve the incident
- Incidents which arise as a result of neglect or incorrect use of TuxCare instructions, which, if properly used, would have prevented the Incident

ABOUT TUXCARE

TuxCare helps organizations by providing support, maintenance, and cybersecurity for enterprise Linux systems – 2,300+ enterprises, healthcare providers, government agencies, and universities trust TuxCare with their over 1.3M systems. TuxCare has delivered patches and bug fixes for various Linux distros for over 10 years and has patched more than 2,100 vulnerabilities without reboots over the years.

Visit us at: www.tuxcare.com

To learn more about TuxCare products and services, call +1(800)220-3540 or email: sales@tuxcare.com
(Sales hours: 9:00 am – 7:00 pm EST, excluding weekends and major holidays)