

Enterprise Vault Technical Support Policy

Effective 1 May 2026

This Technical Support Policy ("**Policy**") applies globally and it describes the technical support services ("**Support**") provided to Customers for Software covered under active Agreements. The Company reserves the right to amend this Policy periodically and updates will be posted at: <https://www.enterprisevault.com/license-agreements>

Note

Legacy Support offerings, including Basic, Essential and Business Critical Support will remain available until existing Support contracts expire.

The current Support offerings are **Enterprise Vault Standard Support** and **Enterprise Vault Unified Services** (Enterprise Vault Unified Services is an invite-only program).

Scope

The Company will provide Support for the Software in accordance with the terms of this Policy. The Company will provide Support for Software used in a Supported Configuration. Customers are entitled to receive Support during the term of the Order and in the country or countries for which Customers have purchased Support, provided that the applicable Software is installed at locations in which Customers are authorized to use such license. Capitalized terms used in this Policy are defined herein, in the Agreement, or Documentation.

Language Support

Support is provided in English

Verified Support

Access to US Person / US-based Technical Support is available 8:00 AM–6:00 PM US Eastern Time, Monday through Friday.

Support Lifecycle

To understand the relationship between product Lifecycles and associated Support deliverables, please consult the Product Lifecycle Policy available on the Enterprise Vault License Agreements page: <https://www.enterprisevault.com/license-agreements>.

Knowledge Base

The online Technical Support knowledge base is available at (<https://supportenterprisevault.cloud.com/support-home/home>) for self-help articles and troubleshooting resources.

Case Management Activities

Customers can create, track, update, and close Cases via the Enterprise Vault Support portal (<https://supportenterprisevault.cloud.com/support-home/home>).

The Company will use commercially reasonable efforts to address the Problem in accordance with the Initial Response Time Targets table. Please note that these targets are goals, not binding commitments. Actual response times may vary based on the purchased Support offering, the severity of the reported problem, and the deployment location.

To ensure efficient resolution, you are responsible for:

- **Setting the Initial Severity Level:** Assign the initial severity based on the definitions below. The Company will consult with the Customers to adjust this level if the seriousness of the Problem changes.
- **Cooperating with Support:** Provide timely responses and any information reasonably required to troubleshoot and address the Problem.

Occasionally, the Company may recommend remote diagnostics and troubleshooting to help resolve the case. The Company will only initiate a remote access session with Customer's express consent.

Initial Response Time Targets			
Wolken Severity	Enterprise Vault Unified Services*	Enterprise Vault Standard Support	Problem Description
Severity - 1	15 Minutes	30 Minutes	A Problem has occurred with no immediate workaround available in either of the following situations: (i) a production server or other mission-critical system is unavailable or has experienced a significant loss of service; or (ii) a substantial portion of mission-critical data is at significant risk of loss or corruption.
Severity - 2	30 Minutes	2 Business Hours	A Problem has occurred that severely impacts major functionality. Operations can continue in a limited capacity, but long-term productivity may be significantly affected.
Severity - 3	4 Hours	1 Business Day	A Problem has occurred that has a limited impact on business operations.
Severity - 4	6 Hours	1 Business Day	A Problem has occurred that has no operational impact or only a minor impact on the system, or the request is for information or clarification about product functionality.

Note: Enterprise Vault Unified Services is an invite-only program.

Support Coverage

- **Standard Hours:** Enterprise Vault Standard Support and Enterprise Vault Unified Services provides Support during Regional Business Hours.
- **Severity 1 Exception (24/7/365):** Out-of-hours Support is strictly limited to Severity 1 issues.
- **Continuous Efforts (Follow-the-Sun):** For Severity 1 cases, Customers may request "Continuous Efforts." Under this model, the Company seamlessly transfers the case across our global Support centers. This ensures uninterrupted, round-the-clock support—including weekends and holidays—until the issue is stabilized or resolved. If Customers request that their Case follow the sun, the ability for the Company to provide such Continuous Efforts will depend on having access to the Customer's Technical Contact to continue Problem resolution. If Customers do not request that the Case follow the sun, or if the Technical Contact is not available to assist the Enterprise Vault Support team, work on the Case will stop at the end of the Customer's Regional Business Hours.

Compliance

To ensure the efficient and effective delivery of Support, Customers are required to maintain compliance with the Agreement. Should the Company find that Customers are not adhering to these terms, or if Support is requested for Software without a valid contract, the Company may, at its sole discretion: (i) verify the Customer's compliance through standard auditing procedures; (ii) issue an invoice for any relevant Support fees; or (iii) suspend Support services for the affected license until the compliance issues are resolved.

Limitations

The Company provides Support to address issues where the Software fails to substantially conform to its Documentation. Support is strictly limited to the deliverables expressly stated in Customer active Order.

Support may be limited or unavailable if the Software is:

- Operating outside of a Supported Configuration.
- Not installed, implemented, serviced, or used in accordance with the Documentation.

Definitions

Term	Definition
"Problem"	A technical question or issue that Customers may have regarding their Software's performance.
"Regional Business Hours"	The standard hours of business operation Monday through Friday, typically between 8 a.m. to 6 p.m. based on the country where the Software is installed. Regional Business Hours exclude holidays and days of rest.
"Severity Level"	The classification of the Problem based on its impact to the Customers, with Severity 1 as the most critical. Severity Levels are detailed above.
"Supported Configuration"	A configuration in which the Software operates in a Customer's environment that solely consists of supported operating systems, hardware platforms, Software applications, firmware levels, databases, devices, device drivers, and Enterprise Vault custom-developed scripts and other configuration elements stated in the Documentation, or that Enterprise Vault has validated, approved, or verified for operation in conjunction with the Software. For these purposes, references to the "environment" include the hardware platforms, operating systems, Software applications, and other third-party solutions the Customers may be using with the Software.