

# Application Persistence-as-a- Service Support for Absolute ISV Customers

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## Support Definition

Absolute will deliver support to its APaaS ISV customers using a backline-to-backline model. APaaS customers will have access to Absolute's Tier 3 Technical Support team, with escalation into Absolute's Product organization as required. Absolute provides support to the APaaS ISV partner directly, not to the partner customer base. Support will include documentation to address common issues, as well as a contact channel to engage Absolute teams.

## Service Level

Issues reported to Absolute as "Urgent" will be responded to within the same business day, non-urgent issues will be responded to within 2 business days. A "business day" is based upon standard North American working hours and standard statutory holidays.

## Common Issues Documentation

Absolute will maintain an FAQ for known and common issues that may be experienced by the ISV partner.

## Reporting & Resolution

To report an issue to Absolute, the APaaS ISV partner will submit an issue via email to [apaas-support@absolute.com](mailto:apaas-support@absolute.com), detailing the issue, contact details, and specifically stating if the issue is deemed "Urgent".

This address is monitored by the Absolute Tier 3 Technical Support team, as well as support management. This team will provide initial triage, issue tracking, internal escalation, and coordination with the APaaS ISV partner as required. Absolute may in the future, with appropriate notice, modify the issue reporting mechanism (e.g., introduce webform, alternate email, partner portal, etc.).

In the event that the APaaS ISV partner feels an issue requires escalation for any reason, the same email address above can be contacted (as noted it is monitored by management) noting the need for "Escalation". Additionally, the partner is always able to escalate via their commercial contact as well.