

# Support Policy

Last modified: 18 August, 2022 - This Support Policy is effective as of the “last modified” date. By continuing to use the Services, you acknowledge acceptance of these changes. Prior versions of this policy can be found [here](#).

Changes: Changed styles. Updated links. Removed mention of Samba Live. Modified L1 and L2 support hours to EU-only. Provided a more general definition of End of Life.

This is a supplement to the [Digital Samba Customer Agreement](#) (the “**Agreement**”) and is thereby included in the Agreement. Any capitalised terms used but not defined below derive their meanings from the Agreement.

## 1. Introduction

We define the type of support our Products require as 3 distinct categories: Level 1, Level 2 and Level 3 support (together “**Standard Support**”). Depending on the type of Product chosen you may be required to provide some of these support duties to your End Users.

## 2. What is Level 1 Support?

Level 1 support engineers typically provide support for the following: “how-to” problems, creating and joining Digital Samba sessions, inviting users, adding media content to sessions, guidance with how to present and hold online meetings, camera and microphone issues, browser types and versions, problems with client PCs, troubleshooting issues documented in user/admin manuals, FAQs and other documentation made available by Digital Samba. This is not an exhaustive list and is meant to give examples of common issues. Level 1 support engineers are required to use “best efforts” to resolve a support request and are required to include the following information before escalating them to Level 2 support engineers: Steps to reproduce the issue (STRs), which environment the issue occurred on (URL), access details required to reproduce the issue, screenshots or screencasts of the issue (where possible), which browser, OS and device was tested on and results for each.

## 3. What is Level 2 Support?

Level 2 support engineers typically provide support for the following: help troubleshoot issues that are caused by software bugs or other software failures, determine the cause of problems that are likely to require source-code modifications or work-arounds, database modifications, testing or work-arounds, and general advanced technical troubleshooting beyond Level 1.

## 4. What is Level 3 Support?

Level 3 staff are experienced system administrators and DevOps engineers who typically deal with the following: ensure servers receive security updates, implement and improve server health monitoring, replace faulty hardware, manage network congestion, architect and refine anti-DDOS and anti-virus measures, and help troubleshoot platform bottlenecks or inefficiencies. Level 3 staff is typically available only to Level 2 staff.

## 5. Who is responsible for providing each support level?

### **Digital Samba to provide Level 1, 2 and 3 support**

Digital Samba and/or partners will provide Level 1, 2 and 3 support if you are a named user cloud account customer (defined as “Named User Cloud Account” in the Agreement).

### **Digital Samba to provide Level 2 and 3 support only; you provide Level 1 support**

You will provide Level 1 support to your End Users and Digital Samba and/or partners will provide Level 2 and 3 support to you (not to your End Users) if you have contracted a Product deployed on the Digital Samba cloud infrastructure (defined as “Cloud Server” in the Agreement).

### **Digital Samba to provide Level 2 support only; you provide Level 1 and 3 support**

You will provide Level 1 and 3 support to your End Users and Digital Samba and/or partners will provide Level 2 support to you (not to your End Users) if you have contracted a self-hosted Product deployment (defined as “On-premise Software” in the Agreement).

## 6. Support Hours

Digital Samba provides Level 1 and 2 support from 8:00 a.m. to 5:00 p.m. GMT, Monday through Friday. Outside these hours our team is available on a “best efforts” basis, meaning that we usually respond to support tickets well beyond those hours.

All server infrastructure managed by Digital Samba is actively monitored with Level 3 system administration teams available 24/7/365.

## 7. Target Response Times

Digital Samba makes “best efforts” to respond within the target times listed below. Please note that only Critical events are handled outside support hours.

<b>Event Severity</b>	<b>Example</b>	<b>Target Response Time</b>	<b>Valid During</b>
Critical	Server down	1 hour or less	Anytime
Urgent	Major issue affecting end users	4 hours	Support hours

Standard	General customer service inquiry	24 hours	Support hours
Low	Feature request	48 hours	Support hours

## 8. What is not included in Standard Support

Standard Support does not include the following:

- Support to End Users (unless you are a Named User Cloud Account customer, in which case you are our End User)
- Support to customers who are no longer under active maintenance
- Support for a Product that has reached End of Life
- Answers to development questions or requests
- Third-party application integrations
- Product training
- System and performance tuning
- Capacity planning

## 9. API Premium support

Digital Samba provides billable consulting support for its API to help you integrate in the best possible manner. Please note that this support service does not include coding, but rather high-level best-practice advice. For access to a senior technician for implementation advice you can contract a block of support hours and receive personal email support via our support system. Technician support time is tracked and deducted from the contracted time in 30-minute intervals. Technician time sheets are available on request. In most cases customers will already have a developer available, but if you are in need of a developer to code the integration, please get in touch at [support.digitalsamba.com](mailto:support.digitalsamba.com) and we may be able to recommend someone.

## 10. Self-Help

Your best place to start is [our support page](#) which includes links to the [Digital Samba University](#), our [Knowledge Base](#) and our [Troubleshooting Guides](#).

## 11. Updates & Maintenance

If you are entitled to New Releases (as specified in section 8 Support and Maintenance of the Agreement), Digital Samba will - unless otherwise agreed - fully manage the installation, configuration and deployment of the New Release (“**Update**”). You may request access to our staging environment to try out the Update before having it deployed to your servers. To obtain an Update, please arrange a suitable time window with our [support helpdesk](#). Make sure to provide a number of possible time windows as well as current access details to your servers (in case of

self-hosted deployments) and keep in mind that during the Update your End Users will not be able to use the Product. We do our best to avoid overwriting customisations, but please make sure to keep a copy of all customisations (branding changes, custom images, custom language files). Typically, an update requires approximately 20 to 40 minutes of downtime. Whilst we will perform a quick smoke test after the Update, it is your responsibility to carry out a thorough test.

If you are not entitled to New Releases (typically, these will be legacy perpetual server licences which are no longer covered by an active maintenance agreement) and would like to obtain a New Release, please [get in touch with our sales team](#) to receive a pricing proposal.

## 12. End of Life Policy

Digital Samba supports products until they have reached their End of Life. Provided your licence terms & conditions allow it, you may continue to run an End of Life product, but we will not provide support for it. We consider a product to have reached End of Life when: i) the product is ten or more releases behind the current release, or ii) the product has reached a previously communicated End of Life date.