



## Qlik Sense® Cloud Support Policy

### 1. Overview

1.1 This Support Policy (“Policy”) applies to your (“User”) use of the paid Qlik Sense Cloud Services (Plus/Business) (the “QSC Services”). Unless otherwise expressly set forth herein, all references in this Policy to response times or communications from Qlik shall only apply during Qlik’s Standard Business Hours regardless of when a support matter is reported to Qlik. For purposes of this Policy, “User” means the individual subscriber for the Qlik Sense Cloud Plus Services or the Group Owner of the Qlik Sense Cloud Business Services. Qlik’s “Standard Business Hours” mean from 08:00 to 17:00, Monday to Friday (excluding national and bank holidays) for the Support Centre in the specific geographic region where the User has registered for QSC Services.

1.2 Any support services provided by Qlik hereunder will be provided in the English language or, as applicable, such other languages that may be specified on the Support Portal (Qlik’s online support website currently available at <http://www.qlik.com/support>), which list may change from time to time. The availability of support provided in any language other than English is provided at Qlik’s sole discretion and is not guaranteed by Qlik, and will depend on the location of Qlik’s technical support personnel providing such support.

### 2. Error Reporting and Response Times

2.1 Error Reporting. Users are required to report all Severity 1 Errors via telephone, and all other Errors via the Qlik Support Portal. Qlik provides support for Error determination, verification and resolution (or instruction as to work-around, as applicable) as described in Table 2.3.

2.2 Error Severity Level Definitions

a. “Error” means any verifiable and reproducible failure of the QSC Services to materially conform to the Documentation. “Documentation” means the then-current documentation published and made generally available by Qlik for the applicable QSC Services in the form of manuals and function descriptions in printed or electronic form, as the same may be modified by Qlik from time to time.

b. A Severity Level 1 Error means that that business critical functionality is inoperable resulting in a halt in or critical impact on business operations or the QSC Services are down or not available due to a server-side failure (which shall not include any period of unavailability due to either scheduled maintenance and/or upgrades, or any event beyond the reasonable control of Qlik, including but not limited to any external interruption of power or telecommunications; the failure or substantial failure of the Internet; the internet service provider or internal telecommunications equipment of User; User’s browser or network configurations, hardware and/or software.)

c. A Severity Level 2 Error means that major functionality is impacted or significant performance degradation is experienced and there is no reasonable workaround.

d. A Severity Level 3 Error means a non-critical Error which does not prevent normal operation of the QSC Services, or there is an available workaround.

2.3 Response Times. Qlik will use commercially reasonable efforts to respond within the Initial Response Times set forth in the table below, to Errors reported to Qlik via the Support Portal. Qlik will respond via the Support Portal or telephone. Qlik shall use commercially reasonable efforts, consistent with industry practice, to investigate such reports to determine whether there is an Error present. If Qlik determines that an Error is present, Qlik will use commercially reasonable efforts to correct the Error and/or provide a workaround. Qlik does not guarantee resolution times, and a resolution may consist of a fix, workaround, service availability or other solution Qlik deems reasonable. Qlik will provide continuous efforts (24x7x365) to resolve Severity Level 1 Errors until a workaround or resolution can be provided or until the incident can be downgraded to a lower severity.

Table 2.3

Severity Level	Initial Response Time
Severity 1	30 Minutes, 24x7
Severity 2	4 Business Hours
Severity 3	1 Business Day

2.4 Upgrade/Downgrade of Severity Level. If, during the Support request process, the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact on the production operation of the QSC Services, then the severity level will be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact.

2.5 An Error is considered to be resolved upon the earlier to occur of the following: (i) Qlik and User mutually agree in writing or otherwise mutually confirm that the issue or problem is resolved; (ii) Qlik has provided User with an update; (iii) Qlik is able to provide a reasonable and technical work-around solution; (iv) User requests that Qlik close the support case; or (v) the support case has been left open for ten (10) consecutive business days, during which period Qlik has not received a response from User. Notwithstanding anything in this Policy to the contrary, Qlik will have no obligation to provide any Support services in connection with any issue or problem that Qlik determines is not due to any error or deficiency in the QSC Services (e.g., without limitation, issues or problems caused by the Internet or other communications, or User network or browser matters, or login issues). Qlik system login questions should be directed to Qlik Qoncierge.

### **3. Updates; Scheduled Maintenance**

"Update" means a subsequent release of the QSC Services which Qlik generally makes available for its QSC Services at no additional fee. Updates do not include any release, option, service or program that Qlik licenses separately. Updates may address security fixes, critical patches, general maintenance functionality, and documentation and shall be made available at Qlik's discretion. Qlik is under no obligation to develop any future functionality, programs, services or enhancements. If an update for the QSC Services is made available to you pursuant to this Support Policy, it shall automatically replace the previous version of the QSC Services. Scheduled Maintenance times for the QSC Services will be posted on the Support Portal. Qlik endeavors to provide at least forty-eight hours prior posting of any scheduled maintenance for the QSC Services,

### **4. Changes to Policy**

Support is provided by Qlik pursuant to its privacy policies, which are available to view online at [www.qlik.com](http://www.qlik.com) under "Cookie and Privacy Policy." Qlik reserves the right, at its discretion, to change this Policy at any time based on prevailing market practices and the evolution of Qlik's products and services.

### **5. Disclaimer**

THIS POLICY DEFINES A SERVICE ARRANGEMENT AND NOT A WARRANTY. THE QSC SERVICES ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE APPLICABLE AGREEMENT. THIS POLICY DOES NOT CHANGE OR SUPERSEDE ANY TERM OF ANY SUCH AGREEMENT. TO THE EXTENT THERE IS A CONFLICT BETWEEN A TRANSLATED VERSION OF THIS POLICY AND THIS ENGLISH VERSION, THIS ENGLISH LANGUAGE VERSION WILL PREVAIL.