



Support Policy

Qlik Sense[®] Business

1. Overview

1.1 This Support Policy ("Policy") applies to Qlik Sense Business ("QSB"). Qlik provides support for Error determination, verification and resolution (or instruction as to work-around, as applicable).

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 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. Customers are required to report all Errors via the Qlik Support Portal.

2. Definitions

2.1 "Error" means any verifiable and reproducible failure of QSB to materially conform to the Documentation. "Documentation" means the then-current documentation for QSB published and made generally available by Qlik 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.

2.2 Severity Levels

- (a) A Severity Level 1 Error means that business-critical functionality is inoperable resulting in a halt in or critical impact on business operations.
- (b) A Severity Level 2 Error means that major functionality is impacted, or significant performance degradation is experienced and there is no reasonable workaround.
- (c) A "Severity 3 Error" means any Error that impairs the performance of QSB but is not a Severity 1 Error or Severity 2 Error.

3. Severity Response

3.1 Response Times. Qlik will use commercially reasonable efforts to respond to Errors reported to Qlik via the Support Portal within the Initial Response Times set forth in Table 3.2. Qlik will respond via the Support Portal or by telephone. Qlik shall use commercially reasonable efforts, consistent with industry practice, to investigate such reports to determine whether there an Error exists. If Qlik determines that an Error exists, 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.

3.2 Table 3.2

Severity Level	Initial Response Time
Severity 1	6 hours 24x7
Severity 2 & 3	1 Business Day

4. Outages

4.1 Qlik will report known outages of QSB on Qlik's status page, currently located at status.qlikcloud.com ("Status Page"). In the event that that QSB is 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 Customer; and/or Customer's browser or network configurations, hardware and/or software), then Customer should visit the Status Page for further information. If a suspected outage is not listed on the Status Page, Customer may contact Qlik to report the suspected outage via the Support Portal. Qlik will respond to such report via the Support Portal, by posting an update on the Status Page or by telephone.

5. Error Resolution

5.1 An Error is considered to be resolved upon the earlier to occur of the following: (i) Qlik and Customer mutually agree in writing, or otherwise mutually confirm, that the issue or problem is resolved; (ii) Qlik has provided Customer with an update; (iii) Qlik is able to provide a reasonable and technical work-around solution; (iv) Customer 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 Customer.

6. Updates; Scheduled Maintenance

6.1 "Update" means a subsequent release of QSB which Qlik generally makes available for its Customers at no additional fee. Updates do not include any release, option, service or program that Qlik makes available 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 a QSB is made available pursuant to this Support Policy, it shall automatically replace the previous version of QSB. Scheduled Maintenance times for QSB will be posted on the Support Portal. Qlik endeavors to provide at least forty-eight (48) hours prior posting of any scheduled maintenance.

7. Changes to Policy; Disclaimer

7.1 Support is provided by Qlik pursuant to its privacy policies, which are available to view online at 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.

7.2 THIS POLICY DEFINES A SERVICE ARRANGEMENT AND NOT A WARRANTY. QLIK SENSE BUSINESS IS 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.