

## Miro Support Policy

This RealtimeBoard, Inc. dba Miro (“Miro”) Support Policy is issued under and forms part of the Miro Terms of Service, Master Cloud Agreement or other Miro agreement which references this policy. Any capitalized terms not defined herein shall have the meanings ascribed to them in such Miro agreement. In order to better enable the resolution of Incidents and to reflect the ongoing development in our Support practices, with notice to Customer, Miro may modify this Support Policy, but any modifications will not materially decrease Miro’s overall Support obligations during a Subscription Term.

Miro offers support services for the Service (“Support”) in accordance with the following terms:

### 1. Enterprise Support.

- A. **Contact Support.** Customer may report errors or abnormal behavior of the Service (“Incidents”) by contacting Miro through the support ticketing portal at <https://miro.com/contact/support/>. Miro is committed to ensuring that each of our customers receive the necessary Support in the event of an Incident, but under our standard Enterprise Support Miro is not obligated to resolve such Incidents and reserves the right to determine the resolution of Incidents in its sole discretion. The fixed response times listed in the table below apply to enhanced Support offered under Premium Support.
- B. **Self-Service Knowledge Base.** Miro may offer the Miro Support and Help Center or other publicly accessible blogs, forums or interactive features (“Self-Service Knowledge Base”). Any information submitted to this Self-Service Knowledge Base will be publicly available, so Customer is advised not to submit any confidential or sensitive information. The Self-Service Knowledge Base is not part of Support as provided by Miro.

**2. Premium Support.** In addition to the Support offered and procedures described in Section 1 (Enterprise Support) herein, the following additional terms will apply if Customer purchases Premium Support:

- A. **Incident Submission and Customer Cooperation.** Customer may report Incidents, and assign an initial priority level to such Incident, by contacting Miro through the support ticketing portal at <https://miro.com/contact/support/>. Customer will provide all necessary information and cooperation to Miro as reasonably required for Miro to provide Support, including, but not limited to, the following information regarding the Incident:
- Aspects of the Service that are unavailable or not functioning correctly
  - Incident’s impact on Users
  - Start time of Incident
  - List of steps to reproduce Incident
  - Relevant log files or data
  - Description of any error message received
  - Incident ID# (when specified by Miro)
- B. **Support Hours.** Miro will provide Support during Miro’s normal business hours (Sunday 10:00 pm – Saturday 3:00 am UTC), excluding Miro holidays (“Business Hours”), except that for Incidents classified as an “Urgent” Priority Level Miro will provide Support 24 hours/day, 7 days/week.
- C. **Incident Response.** Upon Miro’s receipt of Customer’s report of an Incident, Miro’s Support personnel will assign a final priority level (“Priority Level”) to each Incident in their sole discretion and will notify Customer of any change from the initial priority level reported by Customer. Miro will provide responses to each Incident in accordance with the time frames listed in the table below.

Priority Level	Description	Response Times	Status Updates
Urgent	The Service is inoperative or causes a complete failure due to critical issues in Miro’s infrastructure, resulting in Service downtime.	2 hours	Every hour
High	Incident is not classified as an Urgent Priority Level, and a Core Functionality	4 Business Hours	Every 24 Business Hours

	of the Service is inoperative with no workaround available.		
Medium	Incident is not classified as an Urgent or High Priority Level, and Users are unable to access a particular functionality of the Service, and/or there are minor bugs where a workaround is available.	24 Business Hours	None
Low	Incident is not classified as an Urgent, High or Medium Priority Level and is of low impact to Users (e.g., functional or Documentation questions).	48 Business Hours	None

“Core Functionality” means a core feature of the Service, including the following:

- Registration and authorization
- Dashboard opening and Boards existing on it
- Creation, duplication, deletion and opening Boards
- Creation, editing, transformation, deletion, duplication of widgets: stickers, texts, links, shapes, resources (images, documents), frames, comments, preview widgets
- Board export
- Synchronous state of Board when more than one User works on it
- Invites and sharing
- Access rights changing
- Team creation
- Billing
- Guest access

D. Exclusions. Miro will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service by Customer in a manner not authorized in the Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of Miro’s reasonable control; (c) Customer’s equipment, software, network connections or other infrastructure; or (d) third-party systems, acts or omissions.