AKKA

Lightbend, Inc. (d.b.a. Akka)

Customer Support Policy

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Version 2

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1.1. Introduction

This Customer Support policy covers Software and products that are deployed, managed, and hosted by Customer in their own environment, as well as those that are hosted or managed by Akka.

The Customer Support policy is designed to ensure that Customer receive prompt, professional, and courteous support. This policy provides an overview of the support and maintenance policies, which are part of the Akka offerings.

1.2. Scope

This policy applies to Customer and applies to all employees and authorized subcontractors who deal with Customer.

Akka's goal is to ensure the success of Customer. Customer may use Akka support to ask questions in addition to reporting bugs. Akka support will guide the use of Akka technologies.

Support does not include code or architectural reviews in-depth, nor does it include writing any application code. For services like these, Customer can engage Akka's professional services team.

1.3. Referenced Policies

1. Disciplinary Policy
2. Incident Management Policy

1.4. Referenced Frameworks and Standards

1. Akka's Internal Assurance Framework

1.5. Product

Our policies around how our products *are supported.*

1.5.1. Product Support Policy

Akka supports all of its products that have not been designated as end-of-life, meaning we will provide support services as described in this policy.

We proactively fix discovered CVEs and bugs only in the latest version, not previous versions.

Customers may request remediation for CVEs on all supported versions. Akka will advise if remediation will be included in an existing version (via a patch version release) or if it will require an upgrade.

1.5.2. New Versions

Whenever a new version of a product is released (including minor patch versions), that version of the product becomes supported. This support is available on that version for a period of three (3) years from the release date of that version, at a minimum.

1.5.3. End-of-Life Notice

In the event we plan to end-of-life a product or module, we will provide a minimum of three (3) years notice.

1.5.4. Product Feature Requests

Akka commits to ensuring a consistent and transparent workflow for evaluating and responding to customer feature requests for all products. It commits to capturing and logging all requests with relevant context and business rationale, which is followed by a prioritization meeting involving key stakeholders to categorize each request as *Accepted and Scheduled* (with an ETA), *Accepted and Backlogged* (acknowledged but unscheduled), *Not Accepted* (with recorded rationale), or *Insufficient Information* Finally, Akka commits to communicating these statuses to the customer and offering funded engagement options for backlogged or reconsidered items.

A documented issue ticket serves as the system of record for all status updates and communications.

1.6. Support Levels

Akka provides different levels of support with varying response time SLOs, as defined below.

1.6.1. Response Times

For customer support for products/services not hosted by Akka, Akka will use commercially reasonable efforts to provide an acknowledgment of a reported Issue to the Customer and respond within the target time frames specified below. Response times define the maximum time to initially respond to the customer's report of an incident, the time for a workaround or patch, and the time for a permanent correction to the incident, if applicable.

While not making a guarantee or warranty, Akka will make commercially reasonable efforts to respond to reports within the timeframes outlined in the table below for each Support level.

To expedite a response, the issue must be opened as a Severity 1 or 2 in the Support Portal making sure that it falls under the definition of Severity 1 or 2 as set forth in Section 1.6.3; these instructions must be followed to expect the noted response time.

Because there are fixed times during which an incident can be reported, the response time shown is not necessarily contiguous. For example, if an incident is reported at 5:00 PM on a Friday afternoon, it may be as late as the following Monday morning before a response is issued.

1.6.2. Support Levels

Akka offers *24/7*, *Developer*, and *Basic* support. 24/7 Support satisfies the requirements of deployed production applications while Developer support assists during the development of the application:

Level	Description	Subscription Type
24/7	24/7 support is geared towards enterprise customers who require "around-the-clock" support. This option provides customers with 24 hours per day, 7 days per week, and 365 days per year coverage for production outages (Severity 1). 24/7 support is ideal for mission-critical applications. To expedite a response, the issue must be opened as a Severity 1 or 2 in the Support Portal making sure that it falls under the definition of Severity 1 or 2 as set forth in Section 1.6.3.	Enterprise, Serverless-Critical, Serverless-Priority, Bring Your Own Cloud, Self Hosted
Developer	Developer support is for assistance during the development phase of an application. Developer support is not for production systems. Severity 1 and 2 are not applicable to Developer support (as they are only for systems in production)	ISV/OEM, Growth
Basic	Basic support is equivalent to Developer support—assisting during the development phase of an application and not intended for production systems — but provided at a lower SLO.	Academic, Dev Subscription, Startup, Serverless-Explorer

1.6.3. Severity Levels and Response Times

Severity	Description	Akka Response	Levels	Initial Response	Work Around	Permanent Correction
1	An Error in the Software which severely affects the overall production performance of the Softwares function or process, such that a production system is non-functional and no procedural workaround exists. *Only applicable to production environments.*	Akka will work continuously on Severity 1 incidents until a workaround or system recovery is successfully implemented and either the incident is closed or the severity is reduced. When required, Akka will provide a patch release to resolve Severity 1 incidents.	24/7	1 hour, any time of day (24 x 7 x 365)	3 hours	Next Release
2	An Error in the Software which materially affects the overall production performance of the Softwares function or process so that the function or process is noticeably impaired from it's previous baseline, but where business operations continue. *Only applicable to production environments.*	Akka will work to provide a resolution to Severity 2 incidents by a reasonable date agreed to between Akka and the Customer. When required Akka will provide a patch release to resolve Severity 2 incidents.	24/7	4 business hours	1 business day	Next Release
3	An Error that does not materially affect the overall performance of a production function or process. This may include a minor issue with limited loss or no loss of functionality or impact on the Customer's operations. Also an Error in a non-production environment which is requested to be reviewed at a higher priority due to it blocking critical development efforts.	Akka will work to provide a resolution to Severity 3 incidents in an Upgrade release.	All Levels	1 business day	Future Release	Future Release
4	An Error encountered in a non-production environment, general usage questions, and documentation Errors.	Akka will work to provide a resolution to Developer incidents in an Upgrade release.	All Levels	1 business day (except 3 business days for Basic level)	Future Release	Future Release

1.6.4. Support Availability

Akka provides support to customers worldwide. Each customer will be designated a regional support center that best matches the customer's time zone. Response times are dictated by the time zone of the customer's designated support center. Support hours are **08:00 to 18:00, Monday through Friday**, within the time zone of the designated regional support center. Daylight savings time changes apply within each center's time zone. Holidays are regional and are itemized below. Akka provides support in the following support centers:

Support Center	Time Zone	Holidays
Australia	Australian Eastern Time (AET)	New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day, Boxing Day.
Central Europe	Central European Time (CET)	New Year's Day, St Berchtold, Good Friday, Easter Monday, Ascension, Whit Monday, Swiss National Day, Federal Fast holiday, Christmas Day.
US East	Eastern Time (EST)	New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.
US Pacific	Pacific Time (PST)	New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

1.6.5. Issue Limits

The number of support issues allowed is unlimited for all classifications.

1.7. Overview

An overview of how we provide support services to our customers.

1.7.1. Policy

Akka is committed to providing the support to Customer. Akka strives to resolve all Customer queries and requests as soon as possible and to keep Customer informed throughout the process.

Akka provides Customer with access to the Support Portal where Customer can submit support cases and review the Akka knowledge base, security alerts, documentation, and other technical content.

Support cases can be submitted by Customer through the Support Portal at https://support.akka.io, through the Akka Console at https://-console.akka.io/support, or by sending an email to support@akka.io. To expedite processing of the support issue, Customer should provide a title, descriptive summary of the problem, error message or symptom descriptions, log messages, time of incident, and a description of how this is affecting Customer's business operations.

All support interactions are conducted in English.

Support cases may be submitted for experimental features, however, the expected response times below do not apply in this case.

A support issue is closed when either

1. At Customer's request when the issue is considered resolved, or
2. After an extended period where Customer no longer replies to requests for more information or is unable to verify that the issue is resolved.

Akka notifies Customer that a support issue has been closed, and Customer can reopen an issue on request.

1.7.2. Customer Support System

Akka provides a support system that allows users to report suspected defects, complaints, issues, and any other challenge through an appropriate channel.

Reported tickets are addressed by our support staff in a timely manner, as detailed in this policy.

1.8. Support Team Interaction

Our Support Team is focused on rapid response and resolution for operational issues. This section describes how those interactions can be initiated.

1.8.1. Who Should I Contact?

It's important to direct your inquiry to the right team for the fastest resolution.

Scenario	Primary Contact	Description
Urgent/Break-Fix Issues	Akka Support Team	Service degradation, outages, error messages, production system failures, and "how-to" questions.
Proactive/Strategic Guidance	Technical Account Manager (TAM)	Architecture reviews, service adoption roadmaps, strategic planning, feature requests, and escalating high-priority support issues.
Billing/Account Questions	Akka Support Team or Customer Success Team	Invoices, subscription changes, and account management.

1.8.2. Ways to Open a Support Issue with Akka

There are several ways to initiate a support issue with the Akka team. Each support issue is assigned a unique identifier, which can be used to refer to the case in subsequent communications.

Note

A support issue (sometimes also called a support 'case' or 'ticket') is the basic unit that our team work with. In some circumstances an Incident may be created related to a support issue as part of an escalation of high urgency issues, but these are distinct items.

1.8.2.1 Customer Support Portal

In our Support Portal (requires login)

- **Access the Portal**: Log into the Customer Support Portal at https:support.akka.io
- **Provide Critical Information**: The more detail you provide, the faster we can help.
  - **Issue Title**: A brief, descriptive summary of the problem.
  - **Error Message or Symptom Description**: The exact text of any error you are seeing, or a detailed description of the experienced symptom.
  - **Log messages** or other helpful information from our platform.
  - **Time of Incident:** When the issue started, including the time zone.
  - **Impact:** A description of how this is affecting your business operations.

  % items in portal

% in portal

1.8.2.2 Akka Console

In the Akka Console (requires login)

- Access the support form in the Akka console at https://console.akka.io/support
- Provide Critical Information: The more detail you provide, the faster we can help.
  - **Subject:** A brief, descriptive summary of the problem.
  - **CC email:** list other addresses that should receive the support communication, additional to the logged in user.
  - **Project:** If applicable, select a Project from the drop down menu
  - **Error Message or Symptom Description:** The exact text of any error you are seeing, or a detailed description of the experienced symptom.

  % info in console

% in console

1.8.2.3 via Email

Sending an email from an address that is part of a registered customer domain will create a support issue in our system.

- Send the email to support@akka.io
- Provide Critical Information: The more detail you provide, the faster we can help.
  - **Subject:** A brief, descriptive summary of the problem.
  - **CC email:** Any addresses on the CC receiver list will also be added to receive the support communication.
  - **Error Message or Symptom Description:** The exact text of any error you are seeing, or a detailed description of the experienced symptom.

  % info in email

% send email

1.8.3. How Are Support Issues Closed

A support issue is closed when:

- At the customer's request, when the issue is considered resolved.
- After a long period where the customer no longer replies to requests for more information, or is unable to verify that the issue is resolved.

The customer will always receive a notification that a support issue has been closed, and can always re-open an issue as needed on request.

1.9. Technical Account Manager

For customers who have a Technical Account Manager (TAM) assigned, this section describes their value and how to interact with them most effectively.

1.9.1. How to Schedule Time with Your TAM

- **Direct Email:** Use the contact information provided during your onboarding.
- **Scheduled Meeting:** Your TAM will suggest scheduling a regular meeting so you can discuss your questions and needs.

Note

Do not use your TAM's contact information for initial Break-Fix support issues. Always open a ticket first (as per above) to ensure the fastest resolution path.

1.9.2. When to Engage Your TAM

Your TAM is essential for proactive and strategic engagements, including:

- **Roadmap Planning:** Discussing upcoming service consumption and capacity needs.
- **Architecture Reviews:** Scheduling a deep-dive review of your cloud deployment for best practices and cost optimization.
- **Support Escalation:** When a Severity 1 or Severity 2 issue is not progressing according to your expectations, your TAM is the direct path for internal escalation.
- **Quarterly Business Review**: Coordinating a regular review of your performance metrics, support trends, and strategic goals.

1.10. Compliance

For Akka employees, failure to comply with this policy may result in progressive discipline up to and including dismissal. For non-Akka employees and contractors, failure to comply may result in removal of the individual's ability to access and use Akka data and systems. Employers of non-Akka employees will be notified of any violations.

Glossary

Break-Fix A type of support issue where the customer is reporting a failure or other issue and is expecting the Akka team to stop it from occurring or reoccurring, as opposed to support issues where architecture review, optimization, or other issues are the primary subject of the issue.. 4, 6

CVE Common Vulnerabilities and Exposures: A unique, standardized ID for a publicly disclosed software security vulnerability, acting as a universal dictionary entry to facilitate data sharing.. 1

end-of-life End-of-Life means a vendor has formally declared that a particular version of a product, application, operating system, or technology will no longer be supported, developed, or sold.. 1

ETA **E**stimated **T**ime of **A**rrival - in the context of software development or services, an estimate of the time by which the noted change or feature will be completed.. 2

Incident An unplanned interruption or reduction in quality of service or breach of our Cloud Services SLA Policy, or any event that requires an immediate and time-sensitive response in order to avoid security or availability issues for our customers.. 4

ISV Independant System Vendor: Often a reseller of Akka's products, where Akka is incorporated into or used by their own product.. 2

OEM Original Equipment Manufacturer: Often a reseller of Akka's products, where Akka is incorporated into or used by their own product.. 2

Quarterly Business Review A regular (typically per Quarter) review of a customer's performance goals and objectives, and how Akka is supporting them.. 6

SLO A **S**ervice **L**evel **O**bjective is a specific target or goal within an SLA. It is the technical benchmark that the team aims to hit to keep the customer happy. SLOs are usually more stringent than the SLA to provide a "safety buffer.". 2

TAM A **T**echnical **A**ccount **M**anager: A customer's technical advocate and strategic partner within Akka.. 4, 6

ticket A filed support request about a singular topic. Akka's support system tracks customer requests, bugs, etc via such 'issues'. 4

ticket Shorthand name for a filed support issue. Akka's support system tracks customer requests, issues, bugs, etc via such 'tickets'. 4

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