



Lightbend Inc, d.b.a Akka

Customer Support Policy

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1.1. Introduction

Akka provides Customer Support to support its customers. This policy covers Akka products that are deployed, managed, and hosted by the 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 all customers receive prompt, professional, and courteous support. This policy provides an overview of the support and maintenance policies, which are part of the Akka Subscription and Product worldwide offerings.

1.2. Scope

This policy applies to all customers participating in Akka's Subscription Plans and applies to all employees and contractors who deal with customers. Akka's goal is to ensure the success of each customer. Customers 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, the customer can engage Akka's Professional Services team.

1.3. Definitions

Please see the [Policy Definitions](#) document distributed with this policy for the definition of terms and abbreviations

1.4. Referenced Policies

1. [Disciplinary Policy](#)
2. [Incident Management Policy](#)

1.5. Referenced Frameworks and Standards

1. AICPA System Organization and Controls 2

1.6. Customer Support

We support our customers using our products.

1.6.1. Customer Support System

We provide 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.

1.7. Product

Our policies around how our products are supported.

1.7.1. Product Support Policy

We support all of our 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.

1.7.2. New Versions

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

1.7.3. End-of-Life Notice

In the event we plan to end-of-life a product or module, we will provide a minimum of two (2) years notice.

1.8. Support Levels

Defining the different levels of support are provided.

1.8.1. Support Classifications

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:

Support	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 case 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 3.2.	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

The number of support incidents is unlimited for all classifications.

Support Contact Information

- Email: support@akka.io
- Website: <https://portal.akka.io>

1.8.2. Severity Levels

Incident severity levels are a measurement of the impact an incident has on the business.

Severity	Description	Akka Response
Severity 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. <i>Only applicable to production environments.</i>	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
Severity 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, but where business operations continue. <i>Only applicable to production environments.</i>	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.

Severity 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.
Severity 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.

1.9. Support Classifications

How support services are classified and how those classifications are applied.

1.9.1. Policy

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

Customers with Akka subscriptions will get support and access to the Customer Portal where the customer may submit support cases and view the Akka knowledge base, security alerts, documentation, and other technical content.

All support interactions will be conducted in English.

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

1.10. Response Times

Expected response times for support services.

1.10.1. 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 Time). Response times define the maximum time to initially respond to the customers 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 Error reports within the timeframes outlined in the tables below for each Support level.

24/7

Severity	Target Response Time	Target Work Around Time	Target Permanent Correction Time
Severity 1	1 hour, any time of day (24 x 7 x 365)	3 hours	Next Release
Severity 2	4 business hours	1 business day	Next Release
Severity 3	1 business day	Future Release	Future Release
Severity 4	1 business day	Future Release	Future Release

To expedite a response, the case 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 3.2; 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.

Developer

Severity	Target Response Time	Target Work Around Time	Target Permanent Correction Time
Severity 4	1 business day	Future Release	Future Release

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.

Basic

Severity	Target Response Time	Target Work Around Time	Target Permanent Correction Time
Severity 4	3 business days	Future Release	Future Release

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.

1.10.2. Support Availability

Akka provides support to customers worldwide. Each customer will be designated a regional support center that best matches the customers time zone. Response times are dictated by the time zone of the customers 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 centers 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, Queens 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, Presidents 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, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

1.11. 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.

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