



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 two (2) 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 two (2) 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 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 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. <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.	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. <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.	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 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.

1.6.5. 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 will provide 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 Customers business operations.

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.

A support issue is closed when either

1. At Customers 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 will notify 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.

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.

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.

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

EEA States The [EU](#) Member States as well as Iceland, Liechtenstein and Norway.. *see* [EEA](#) & [EU](#)

AAO Akka Automated Operations - a managed platform deployed within a customer [VPC](#) that fully automates and supports production-grade, self-clustering and elastic agentic services built with the [Akka SDK](#).. *see* [Akka SDK](#) & [VPC](#)

AI Risk Management Framework A structured approach to identifying, assessing, and mitigating risks associated with [AI](#) systems, as outlined by the [NIST](#).. *see* [AI](#) & [NIST](#)

Akka Application An application that is built using the [Akka SDK](#). Akka applications contain [APIs](#), workflows, streaming consumers, timers, and views for querying data. They are packed into Docker images and deployed as microservice instances within an Akka operating environment. Akka applications act as their own in-memory, durable database. They take responsibility for persisting their own state. Akka apps also cluster from within, creating a runtime cluster with other instances that handle balancing traffic, sharding data, and replicating their data to instances running within another region. Akka applications can be replicated between regions in different [Akka Application Planes](#) if needed.. *see* [Akka Application Plane](#), [Akka SDK](#) & [API](#)

Akka Application Plane The runtime environment for hosting Akka applications within one or more regions. The Akka application plane provides compute, storage, and I/O to execute Akka apps. It also provides automation to increase or decrease application instance capacity, observability for monitoring and debugging application behavior, and infrastructure management. The application plane is responsible for ensuring an Akka application meets its [SLA](#) by managing the Akka application and the underlying infrastructure. Data in this plane does not leave your [VPC](#) nor does it interact with our [Akka Federation Plane](#).. *see* [Akka Federation Plane](#), [SLA](#) & [VPC](#)

Akka CLI The [CLI](#) for developers, operators, and InfoSec teams to interface with various Akka environments. The Akka CLI provides utilities for building, testing, packing, and deploying Akka applications. It also provides utilities for observability, secrets management, service scaling, and account management.. *see* [CLI](#)

Akka SDK [SDK](#) with support for programming components, a local debugging console, and a test kit for building, testing, and packing Akka applications.. *see* [SDK](#)

ALC-DVS.1.1.1C In the context of the [EUCC](#) standard, ALC-DVS.1.1.1C is a specific assurance component within the Common Criteria framework. It falls under the [ALC](#) class, specifically the [DVS](#) family.. *see* [ALC](#), [DVS](#) & [EUCC](#)

ALC-DVS.2 A component of the [ALC](#) class within the [CC](#) framework ([EUCC](#)), specifically under the [DVS](#) family. This component requires that security measures in place during the development of the [TOE](#) are sufficient to protect the [TOE](#) and its associated assets. It aims to ensure that the development environment is secure and that the measures are adequate to maintain the confidentiality and integrity of the [TOE](#) throughout its development.. *see* [ALC](#), [CC](#), [DVS](#), [EUCC](#) & [TOE](#)

Assets Entities that the owner of the [TOE](#) presumably places value upon. In the context of a [DSS](#), assets are information in electronic or other form, information processing facilities and referring processes (incl. access control and alarm systems), development tools and environments, any manifestation of the [TOE](#), and customer code and data provided to produce the [TOE](#). *see* [DSS](#) & [TOE](#)

Authentic Data In the context of the [EU DORA](#), data from a statutory public register, the dissemination and/or processing of which is subject to statutory requirements and which are disclosed by the customer to third parties in connection with the performance of a contract.. *see* [EU DORA](#)

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](#)

Business Continuity Planning See [Business Continuity Planning](#). *see* [Business Continuity Planning](#)

Business Operations General term for the entirety of operations performed by the developer related to the [TOE](#), e.g. "personalization is part of Business Operations.. *see* [TOE](#)

BYOD Abbreviation for **Bring Your Own Device**, a corporate [IT](#) policy that permits employees to use their personal smartphones, laptops, or tablets to access company data and perform work tasks rather than relying on employer-provided hardware. See personal-device.. *see* [IT](#)

Consent Consent of the [Data Subject](#) means any freely given, specific, informed, and unambiguous indication of the [Data Subject](#)'s wishes by which he or she, by a statement or by clear affirmative action, signifies agreement to the processing of personal data relating to him or her.. *see* [Data Subject](#)

Consumer In the context of the [CCPA](#), A natural person who is a California resident.. *see* [CCPA](#)

Critical or Important Function In the context of the [EU DORA](#), a function, the disruption of which would materially impair the financial performance of a financial entity, or the soundness or continuity of its services and activities, or the discontinued, defective or failed performance of that function would materially impair the continuing compliance of a financial entity with the conditions and obligations of its authorisation, or with its other obligations under applicable financial services law.. *see* [EU DORA](#)

CSF The [NIST](#) Cyber Security Framework (v2.0). *see* [NIST](#)

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](#)

Data Subject Request A request made by an individual or an individual's legal representative to request Akka to do something which falls under one of the rights granted to [EU](#)-based individuals by the [GDPR](#).. *see* [EU](#) & [GDPR](#)

Data Subjects See [Data Subject..](#) see [Data Subject](#)

Deployer Any natural or legal person, public authority, agency or other body using an [AI](#) system under its authority except where the AI system is used in the course of a personal non-professional activity. see [AI](#)

Development environment Environment in which the [TOE](#) is developed; development includes the production of the [TOE](#).. see [TOE](#)

DORA The [EU Digital Operational Resilience Act](#), or [DORA Regulation](#). see [DORA Regulation & EU](#)

DORA CO [DORA Contractual Obligations](#) - specific contractual obligations required to be in place by the [EU DORA](#) for regulated industries and their [ICT](#) suppliers.. see [DORA, EU DORA & ICT](#)

DR [Disaster Recovery](#) is a set of policies, tools, and procedures used to regain access and functionality to [IT](#) infrastructure following a catastrophic event. While [HA](#) focuses on surviving small hardware failures, DR is the "Plan B" for major disasters such as fires, floods, cyberattacks (like ransomware), or massive regional power outages.. see [HA & IT](#)

DSAR [Data Subject Access Request](#) - A request by an individual under data protection law (e.g. [GDPR](#)) to obtain a copy of the personal data an organisation holds about them, along with information about how it is processed.. see [GDPR](#)

DSD [Development Security Documentation](#), in the context of the [EU CRA](#). see [EU CRA](#)

DSS [Development Security System](#), in the context of the [EU CRA](#). see [EU CRA](#)

EKS Amazon's [Elastic Kubernetes Service](#) - A managed service that automates the deployment, scaling, and management of [Kubernetes](#) control planes and infrastructure on [AWS](#).. see [AWS](#)

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 [Estimated Time of Arrival](#) - in the context of software development or services, an estimate of the time by which the noted change or feature will be completed.. 2

EU CRA [EU Cyber Resiliency Act](#): The goal of the CRA is to protect consumers and strengthen the [EU](#)'s overall level of resilience. This means reducing the risks for all users of digital products, whether private individuals or public entities (corporations, hospitals, banks, utilities, postal services and so on). The CRA is mandatory, and compliance is required for [CE Marking](#) of regulated products, as well as for distribution in the European market. The CRA includes some strict, coercive measures such as heavy fines.. see [CE Marking & EU](#)

EU DORA See [DORA](#). see [DORA](#)

EU GDPR Specifically the [EU](#) version of the [GDPR](#).. see [EU & GDPR](#)

EUCC [European Union Common Criteria](#), a standard for evaluating the security of information technology products and systems, ensuring they meet defined security requirements and specifications. The EUCC framework is derived from the SOG-IS Common Criteria which in turn is based on the [ISO/IEC 15408-1](#) Common Criteria standard for Information Technology Security Evaluation. However, the SOG-IS adds an additional layer of mutual recognition among European countries. This means that a product evaluated and certified in one member state under SOG-IS is recognized by other member states, reducing the need for multiple evaluations.. see [IEC & ISO](#)

High Security Area Area where [TOE](#) related data or material classified critical or very critical is accessible, and Security Control areas (access control and intrusion detection) where applicable.. see [TOE](#)

ICT Asset In the context of the [EU DORA](#), a software or hardware asset in the network and information systems used by the financial entity.. see [EU DORA](#)

ICT Risk In the context of the [EU DORA](#), any reasonably identifiable circumstance in relation to the use of network and information systems which, if materialised, may compromise the security of the network and information systems, of any technology dependent tool or process, of operations and processes, or of the provision of services by producing adverse effects in the digital or physical environment.. see [EU DORA](#)

ICT Services In the context of the [EU DORA](#), digital and data services provided through [ICT](#) systems to one or more internal or external users on an ongoing basis, including hardware as a service and hardware services which includes the provision of technical support via software or firmware updates by the hardware provider, excluding traditional analogue telephone services.. see [EU DORA & ICT](#)

ICT Third-Party Risk An [ICT](#) risk that may arise for a financial entity in relation to its use of [ICT](#) services provided by [ICT](#) third-party service providers or by subcontractors of the latter, including through outsourcing arrangements.. see [ICT](#)

ICT Third-Party Service Provider Any company (whether independent or part of a financial group) providing [ICT Services](#) to financial entities. see [ICT Services](#)

ICT-Related Incident In the context of the [EU DORA](#), a single event or a series of linked events unplanned by the financial entity that compromises the security of the network and information systems, and have an adverse impact on the availability, authenticity, integrity or confidentiality of data, or on the services provided by the financial entity.. see [EU DORA](#)

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

IS Incident An [IS](#) incident. A single or a series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security.. see [IS](#)

ISO/IEC 27701 Security techniques Extension to [ISO/IEC 27001](#) and [ISO/IEC 27002](#) for privacy information management Requirements and Guidelines. see [IEC & ISO](#)

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

ITSEF [Information Technology Security Evaluation Facility](#). It is an accredited laboratory responsible for conducting security evaluations of [IT](#) products and systems according to the Common Criteria standards. see [IT](#)

Major ICT-Related Incident In the context of the [EU DORA](#), an [ICT-Related Incident](#) that has a high adverse impact on the network and information systems that support critical or important functions of the financial entity.. see [EU DORA & ICT-Related Incident](#)

Network and Information System In the context of the [EU DORA](#), An electronic communications network as defined in Article 2(1) of Directive (EU) 2018/1972; Any device or group of devices connected or associated with each other, one or more of which carry out automated processing of digital data based on a programme; or Digital data stored, processed, retrieved or transmitted by the elements specified for the purpose of their operation, use, protection and maintenance.. see [EU DORA](#)

- OEM** Original Equipment Manufacturer: Often a reseller of Akka's products, where Akka is incorporated into or used by their own product.. [2](#)
- P90** A statistical measure used to describe the performance of a system (usually latency or response time). If an [SLA](#) specifies a P90 of 500ms, it means that 90 percent of all requests are completed in 500ms or less.. *see* [SLA](#)
- Personal Device** A device not owned by Akka, but owned by a User. Examples include personal cell phones, tablets, smart watches and so forth. *See* [BYOD](#).. *see* [BYOD](#)
- PII** Personally Identifiable Information is any data that can be used on its own or with other relevant information to identify, contact, or locate a single person. *See* [Personal Information](#).. *see* [Personal Information](#)
- Privileged Users** In the context of the [EU DORA](#), Privileged users: system administrators and operators who supervise the operation of the system as a whole. In addition, there may also be users with privileged user rights or user rights with advanced functionality in a specific IT system (e.g. they may grant users read/write permissions).. *see* [EU DORA](#)
- Quarterly Business Review** A regular (typically per Quarter) review of a customer's performance goals and objectives, and how Akka is supporting them.. [6](#)
- RoPA** Record of Processing Activities - A mandatory documentation requirement under Article 30 of the [GDPR](#) that organisations must maintain, listing all personal data processing activities, their purposes, data categories, retention periods, and technical/organisational safeguards.. *see* [GDPR](#)
- RoPA** Record of Processing Activities - A mandatory documentation requirement under Article 30 of the [GDPR](#) that organisations must maintain, listing all personal data processing activities, their purposes, data categories, retention periods, and technical/organisational safeguards.. *see* [GDPR](#)
- SCC** Standard Contractual Clauses - Pre-approved contractual clauses issued by the European Commission that provide a legal mechanism for transferring personal data from the [EEA](#) to third countries that have not been deemed to offer an adequate level of data protection.. *see* [EEA](#)
- Significant Cyber Threat** In the context of the [EU DORA](#), a cyber threat the technical characteristics of which indicate that it could have the potential to result in a major [ICT-Related Incident](#) or a major operational or security payment-related incident.. *see* [EU DORA & ICT-Related Incident](#)
- SLO** A Service Level Objective 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](#), *see* [SLA](#)
- SOC** System and Organization Controls - A suite of audit reports produced by an independent third-party auditor (CPA firm) under the [AICPA](#) Trust Services Criteria, assessing the controls at a service organization relevant to security, availability, processing integrity, confidentiality, and privacy. SOC 2 Type II reports cover a defined period and provide evidence of the operating effectiveness of controls.. *see* [AICPA](#)
- TAM** A Technical Account Manager: A customer's technical advocate and strategic partner within Akka.. [4](#), [6](#)
- Third Country** In the context of the [EU](#) and [EU](#) customers, any State that is not a member of the [EEA](#).. *see* [EEA & EU](#)
- Threat-Led Penetration Testing** In the context of the [EU DORA](#), a framework that mimics the tactics, techniques and procedures of real-life threat actors perceived as posing a genuine cyber threat, that delivers a controlled, bespoke, intelligence-led (red team) test of the financial entity's critical live production systems.. *see* [EU DORA](#)
- 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](#)
- Trade Secret** In the context of the [EU DORA](#), a fact, information, other data or an assembly thereof, connected to an economic activity, which is secret in the sense that it is not, as a body or as the assembly of its components, generally known or readily accessible to persons dealing with the affected economic activity and therefore it has pecuniary value, and which is subject to steps made with the care that is generally expected under the given circumstances, by the person lawfully in control of the information, to keep it secret. Protected knowledge (know-how), technical, economic or organisational knowledge, solution, experience or the assembly thereof that are classified as trade secret and recorded in an identifiable manner also constitute trade secrets.. *see* [EU DORA](#)
- TSC** The Trust Services Criteria are a set of control criteria developed by the [AICPA](#) to evaluate and report on the suitability of the design and operating effectiveness of controls at a service organization relevant to the Security (the only required criterion), Availability, Processing Integrity, Confidentiality, or Privacy of the information and systems used to process user data.. *see* [AICPA](#)
- UK** United Kingdom - The sovereign state comprising England, Scotland, Wales, and Northern Ireland. Following its departure from the [EU](#), the UK maintains its own data protection regime under the UK [GDPR](#) and the Data Protection Act 2018.. *see* [EU & GDPR](#)

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