Dynatrace Support Policy

Standard Support

March 2015 v2

Dynatrace TECHNICAL Support ENGINEERING TEAM

The Dynatrace Support team consists of seasoned technical professionals dedicated to helping you optimize your Dynatrace solutions. Dynatrace Technical Support Engineers are solution experts that provide advanced configuration and troubleshooting of the software. The Support team will manage and resolve or escalate your advanced technical issues to Engineering as needed.

SUPPORT SERVICES OVERVIEW

Dynatrace standard support for customers that are current on their maintenance renewals.

LEVEL OF SUPPORT	On-Prem	SaaS
Hours of Operation	Monday – Friday 9am – 5pm Local Time* (major holidays excluded)	Monday – Friday 9am – 5pm Local Time* (major holidays excluded)
New Versions / Updates / Fixes	✓	✓
Access to Documentation / Best Practice guides	✓	✓
Access to Community Support Forums	✓	✓
Technical Support (through online ticket submission within the Community)	✓	✓
Customer Service (through phone contact)		✓
Initial Response Time SLA	✓	✓

Local Time = Time of day at the location of the customer creating the support ticket

STANDARD SUPPORT

This level of support provides access to the Dynatrace Community, a web-based customer portal containing knowledgebase and support ticket management resources is available 24x7x365. Access to our Technical Support team is available Monday through Friday between 9am and 5pm local time. Initial inquiry response targets are based on the severity of the issue.

Standard Support also includes software fixes in the form of Service Packs for products that are installed in the customer location and are not Software as a Service (SaaS) offerings.

WEB BASED CUSTOMER PORTAL

The Dynatrace Community is your first and fastest resource to get advice, direction and answers to your questions or issues. Starting with self-service can decrease or even eliminate the wait for a support representative. Access to the Dynatrace Community is available at http://community.dynatrace.com

- Search the knowledgebase.
- Read or download product documentation.
- Search and download fixes to known problems.
- Order or download maintenance and new product releases
- Ability to open a support ticket if a solution cannot be found in the Community
- Watch free training modules.

ONLINE TICKET SUBMISSION

Support tickets can be entered 24x7x365 from within the Community. Tickets will be handled by their severity and the order in which they are received. A support engineer will provide a response within the stated initial response timeframes to ensure your issue is handled in a timely manner.

PHONE SUPPORT

Direct access to Technical Support Engineers via a phone call is available for SaaS solutions for Severity 1 and 2 issues only.   After entering a support ticket via the Dynatrace Community, you may contact a Technical Support Engineer during the published hours of operation.

LANGUAGE SUPPORT

In order to provide the highest level of service to our customers, all technical support will be conducted in the English language. This allows all tickets to be efficiently handled by the entire Technical Support team as well as offers quick escalation to the Engineering teams if needed. Tickets or phone calls taken in languages other than English will we translated and handled in English throughout the resolution of the ticket. Service Levels will not be enforced for tickets that are submitted in other languages.

SUPPORTED PRODUCTS / VERSIONS

Dynatrace is committed to providing effective and reliable support its products. This includes communicating early about the planned end of life for a given version as well as providing

manageable upgrade paths. Standard support is only offered for product versions that are within the support timeframe. The supported versions are documented on the Dynatrace Community under "Support Levels and End-of-Life Policy" posted for each product.

SOFTWARE UPDATES and FIXES

Dynatrace customers current on their maintenance fees will be entitled to receive all new releases of licensed software products as they become generally available as well as be entitled to receive all updates and revisions to the licensed software products including updates to the product documentation.

Dynatrace will attempt to correct or replace the licensed software under the maintenance plan and/or provide services necessary to remedy programming errors attributable to Dynatrace.

SEVERITY CLASSIFICATION

The following table outlines the severity definitions for both SaaS bases offerings as well as products that are deployed on-premises within a customer's environment. The severity classification is the degree of impact that an issue has on operation of a component or system or how this affects the ability to achieve the intended business usage of the product.

SEVERITY ASSIGNED	SEVERITY DESCRIPTION
1 **Critical**	The product or the monitored production application is down or there is major malfunction, resulting in a business revenue loss and impacting the production application functionality for a majority of the users. A critical production issue that impacts the use of the service. No workaround is available. • Product or Service is crashing, restarting, down or unavailable. • Data corrupted or lost. • A critical documented feature / function is not available.
2 **Severe**	Critical loss of the functionality of the product or significant performance degradation, impacting the functionality for a high number of users. No reasonable workaround is available.
3 **Moderate**	Moderate loss of the products functionality or performance issue, impacting multiple users. A reasonable workaround is available.
4 **Low**	Inquiry regarding a routine technical issue or a general question. Cases reported on end-of-life versions or products.

INITIAL RESPONSE TIME / ESCALATIONS

Initial response time is time in which customers will receive confirmation of receipt of an inquiry, including a ticket tracking number, and an expectation as to when a resolution or update should be expected. Initial response times are determined by the severity of the issue and by the product platform (On-Premise or SaaS)

Customers may request that a ticket be escalated if the subject of the request involves a system critical issue, an extremely complex problem, or an unreasonable amount of time has elapsed with no resolution and after the escalation thresholds have passed. To escalate a Ticket, the customer should submit their escalation request within the On-Line Ticket Management system and ask to speak with the Support Team Manager. Please specify the ticket number and the reason for the escalation request.

SEVERITY ASSIGNED	Initial Response		Escalation	
	On- Premise	SaaS	To Support Manager	To Vice President
1 Critical	4 hrs.	1 hrs.	1 business day	3 business days
2 Severe	8 hrs.	4 hrs.	1 week	2 weeks
3 Moderate	16 hrs. (2 business days)	8 hrs. (1 business day)	NONE	NONE
4 Low	4 business days	16 hrs. (2 business days)	NONE	NONE

REPORTING AN ISSUE

Opening and Updating Support Tickets

Outlined below are a few steps you can take, when possible, to make your interaction with the Technical Support team more effective. The more detail that you can provide about an issue, the quicker the support team can troubleshoot and resolve the issue. Tickets will be handled in the order of their Severity, and then in the order in which they were received.

1. **On-Line Support Ticket System**: After searching for a solution on the Dynatrace Community, at http://community.dynatrace.com , directly create a support ticket by entering all required information in the Dynatrace On-Line Support Ticket System. Be prepared to enter the following information:

    a. **Product Name:** Selecting the proper product from the available list will ensure the ticket is researched by the best technical resource

    b. **Product Component**: Select the specific area within a product.

    c. **Affected Version:** If applicable, provide version and build number for the software component experiencing the issue, as well as basic hardware specifications including operating system, version and patch level.

    d. **Summary / Description**: Provide as many other details about the issue as possible, including any co-existing issues that you may be experiencing with your application, or any recent updates or changes that may have been made to your application. Provide the results of any troubleshooting measures you may have already undertaken, or the steps which can be followed to reproduce the issue.

    e. **Severity**: Selecting the correct Severity will ensure that the issue is handled in the proper order and is solved within the appropriate resolution time.

2. **Phone Call:** If you are calling about a SaaS offering regarding a Severity 1 or Severity 2 support ticket, be prepared to:

    a. Provide your previously assigned Dynatrace Ticket number

    b. Be prepared to provide all the information listed above in the section "On-Line Ticket System" or any changes to information that had already been included in the ticket

    c. Provide any additional details about your issue since you were last in contact with the Customer Support team.

INFORMATION

For the most up to date information on Dynatrace support please visit:
http://community.dynatrace.com