

DATANYX SUPPORT POLICY

Tekizma Inc., DBA Datanyx
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Version: 1.0

This Support Policy sets out the support services provided by Tekizma Inc., DBA Datanyx (“Datanyx”) to customers of the Datanyx platform (“Customer”). It applies to all paying customers and forms part of the applicable **Datanyx SaaS License Agreement or Datanyx On-Premise License Agreement, as applicable** (“License Agreement”), incorporated by reference. Capitalized terms not defined here have the meaning given in the License Agreement.

This Support Policy governs standard support entitlements. Any additional or premium support arrangements agreed between the parties in writing will supplement and take precedence over this policy for those specific arrangements.

1. SCOPE OF SUPPORT

Datanyx provides technical support to help Customers use the platform effectively and to resolve defects, errors, and platform-related issues. Support is available to designated Customer contacts (“Authorized Contacts”) as specified in the applicable Order Form.

1.1. Support covers:

- Defects and errors in the Datanyx platform that prevent or impair normal use
- Technical questions relating to platform configuration and usage
- Assistance with platform features available under the Customer’s licensed subscription
- Guidance on integration of the Datanyx platform with supported data sources

1.2. Support does not cover:

- Issues arising from Customer-controlled infrastructure, data sources, networks, or third-party systems
- Customization, development, or professional services work, which is governed by a separate Statement of Work
- Training or onboarding services beyond standard platform documentation
- Issues caused by Customer’s failure to apply available updates, patches, or configuration guidance provided by Datanyx



- Use of the platform in a manner not permitted by the License Agreement or Acceptable Use Policy
- Free trial access, which is provided on an as-is basis with no support obligation

2. SUPPORT CHANNELS AND HOURS

2.1. Support Channels: Customers may submit support requests via the following channels:

Channel	Details
Email	legal@datanyx.com
Support Portal	https://www.datanyx.com/support (where available)
In-Platform	Via the help or support feature within the Datanyx platform (where available)

2.2. Support Hours: Standard Datanyx support hours are Monday to Friday, 8:00 AM to 5:00 PM Eastern Time, excluding U.S. federal holidays. Support requests submitted outside business hours will be addressed on the next business day unless otherwise agreed in writing.

2.3. Authorized Contacts: Customers must designate authorized contacts for support in the applicable Order Form. Datanyx will direct support communications through these contacts. Customers are responsible for ensuring their authorized contacts are available and responsive during issue resolution.

3. SEVERITY LEVELS, RESPONSE TIMES, AND RESOLUTION TARGETS

Datanyx will classify all support requests by severity level and respond and work toward resolution within the timeframes set out below. Response time means the time from Datanyx's receipt of a support request to Datanyx's first substantive response. Resolution time is a target, not a guarantee, and may vary depending on the complexity of the issue and the cooperation and responsiveness of the Customer.

Severity Level	Response Time	Resolution Target
Severity 1 — Critical	Eight (8) hours	Twenty-four (24) hours

Severity Level	Response Time	Resolution Target
The platform is inoperative or catastrophically failing, causing a complete loss of service for all users.		
Severity 2 — High A defect substantially degrades platform performance or capabilities, with no viable workaround available.	Twenty-four (24) hours	Five (5) business days
Severity 3 — Medium A defect causes a minor impact on platform performance or capabilities. A workaround may be available.	Four (4) business days	Monthly patch release
Severity 4 — Low General enquiries, cosmetic issues, feature requests, or other non-urgent defects with no meaningful impact on operations.	Ten (10) business days	Quarterly release

Resolution targets represent Datanyx’s good-faith commitment to work toward resolution within the stated period. They are not guaranteed and do not constitute a service level agreement. Datanyx’s ability to meet resolution targets depends on Customer’s timely cooperation, including providing accurate information, access, and test cases where required.

4. SEVERITY CLASSIFICATION

Datanyx will assign an initial severity level to each support request based on the information provided by the Customer. Customers may request a reassessment of the severity level if they believe it has been classified incorrectly. Datanyx reserves the right to reclassify a request if new information indicates a different severity level is appropriate.



Customers are encouraged to provide as much of the following information as possible when submitting a support request, as this will enable faster diagnosis and resolution:

- A description of the issue and the steps to reproduce it
- The severity level the Customer believes is appropriate and the business impact
- The affected platform module or feature
- Any error messages, screenshots, or log files
- The environment and configuration details relevant to the issue

5. ESCALATION

If a Customer believes a support issue is not being resolved within the expected timeframes, or that the severity level has been incorrectly classified, the Customer may request escalation by contacting legal@datanyx.com with the subject line “Support Escalation” and the original ticket reference.

Datanyx will acknowledge escalation requests within one (1) business day and will assign a senior support contact to manage the issue through to resolution.

6. MAINTENANCE AND UPDATES

6.1. Scheduled Maintenance: Datanyx may conduct scheduled maintenance on the SaaS platform during off-peak hours. Datanyx will endeavor to provide at least forty-eight (48) hours’ advance notice of any scheduled maintenance that may result in a service interruption. Scheduled maintenance windows will be communicated via email to authorized contacts.

6.2. Emergency Maintenance: In the event of a critical security vulnerability or urgent platform issue, Datanyx may conduct emergency maintenance with shorter or no prior notice. Datanyx will notify affected Customers as soon as reasonably practicable.

6.3. Software Updates: Datanyx will make available updates, patches, and bug fixes as part of the standard subscription. For SaaS deployments, updates are applied by Datanyx. For On-Premise deployments, updates are delivered electronically and it is the Customer’s responsibility to apply them in a timely manner.

7. CUSTOMER RESPONSIBILITIES

To enable Datanyx to provide effective support, Customers are responsible for:

- Designating authorized contacts and keeping their details up to date

- Providing accurate, complete, and timely information when submitting and responding to support requests
- Applying updates, patches, and fixes provided by Datanyx in a timely manner
- Ensuring that authorized contacts are available and responsive during issue investigation and resolution
- Maintaining appropriate infrastructure, network connectivity, and system access required to run the platform (for On-Premise deployments)
- Notifying Datanyx promptly of any changes to the Customer's environment that may affect the platform

8. LIMITATIONS AND EXCLUSIONS

Datanyx's support obligations under this policy are subject to the warranty disclaimers and limitation of liability provisions set out in the applicable License Agreement. In particular:

- Datanyx does not guarantee that all defects will be resolved within the stated resolution targets
- Datanyx is not responsible for issues caused by Customer-controlled systems, third-party services, or data sources
- Resolution targets are suspended during periods where Datanyx is awaiting information or access from the Customer
- Support does not include any obligation to develop new features or customizations

9. CHANGES TO THIS POLICY

Datanyx may update this Support Policy from time to time. Material changes will be communicated to Customers via email to authorized contacts or via a notice on the Datanyx website at least thirty (30) days before the change takes effect. Continued use of the Services after the updated policy takes effect constitutes acceptance of the revised terms.

10. CONTACT

For all support requests, escalations, or questions about this policy, please contact legal@datanyx.com.