



ForgeRock Software Support Services Terms and Conditions

These ForgeRock Software Support Services Terms and Conditions ("**Software Support Terms and Conditions**") describe ForgeRock's Support Services, as referenced in the agreement between ForgeRock and the entity identified in the applicable Order Form ("**Customer**") that governs Customer's access to the ForgeRock products and services (the "**Agreement**"). Capitalized terms not otherwise defined in these Support Terms and Conditions shall have the meaning set forth in the Agreement.

1. **Definitions.** Capitalized terms used in these Support Terms and Conditions shall have the meaning assigned to them as set forth below.
 - 1.1. "**Authorized Support Contact**" means named persons in Customer's organization who are familiar with the ForgeRock Software and authorized by ForgeRock and Customer to submit support service cases to ForgeRock.
 - 1.2. "**Business Day**" means Monday through Friday (Customer Local Time) excluding ForgeRock Observed Holidays.
 - 1.3. "**Business Hours**" means 09:00 to 17:00 (Customer Local Time) on Business Days.
 - 1.4. "**Customer Local Time**" means the time as determined by the time zone of the Customer's billing entity as set forth under the relevant Order Form.
 - 1.5. "**Customer Support Portal**" means the on-line portal as provided by ForgeRock to the Authorized Support Contact for the duration of the paid Subscription term.
 - 1.6. "**Error**" means a problem or error encountered during the reasonable use of the ForgeRock Software that degrades the performance of the ForgeRock platform as compared with the then-current Documentation. Errors are further classified in Section 4.3 (Priority Definitions).
 - 1.7. "**ForgeRock Observed Holidays**" means public holidays in the following countries: United States, United Kingdom, France, Canada, Singapore, Australia and New Zealand.
 - 1.8. "**Patch**" means a change to the Software designed to fix an Error.
 - 1.9. "**Support SLA**" means the response time for ForgeRock to respond to a support request as further described in Section 4 (Service Level Commitments and Escalation).
 - 1.10. "**Workaround**" means a (i) technical change implemented by ForgeRock and/or (ii) a change in the procedures followed by Customer, to avoid an Error without impairment to Customer's use of the ForgeRock platform.
 - 1.11. "**Working Hours**" means those hours of work corresponding to the relevant priority level as set forth under the Section 4. (Service Level Commitments and Escalation).
2. **Technical Support.** An Authorized Support Contact may contact ForgeRock using the Customer Support Portal to request information or report a problem. The request will be responded to according to the agreed Working Hours. Details of the Customer Support Portal will be sent to the Customer or authorized partner within the welcome email, once the applicable order has been processed.
3. **Summary of Support Services.**
 - 3.1. Support Services Levels and Features. The Support Services include the following response times and features dependent on the support level referenced on the Order Form.

Support Offerings	Base	Select	Premium
Knowledge Base	Included	Included	Included
Web, Email and Phone Support	Included	Included	Included
Maintenance Releases	Included	Included	Included
Authorized Support Contacts	Up to 2	Up to 5	Up to 10

Support Offerings		Base	Select	Premium
Success Connect Contacts		Notincluded	Up to 10 for up to 2 Business Units in one Geography	Up to 15 for up to 2 Business Units in one Geography
Configuration/Implementation Review		Notincluded	Notincluded	Annual
Response Times	Priority 1	4 Working Hours	2 Working Hours	1 Working Hour
	Priority 2	8 Hours	4 Working Hours	2 Working Hours
	Priority 3	1 Business Day	6 Working Hours	4 Working Hours
	Priority 4	2 Business Days	1 Business Day	1 Business Day
Training	All Access Subscription	Notincluded	20% Discount	50% Discount
	Skills Assessment	Notincluded	Notincluded	Included
Customer Success	Named CSxM	Notincluded	CSAM Included	CSOM Included

3.2. Support Level Details

- a. **Maintenance Releases:** During the Maintenance Support Period, Customer will have the ability to download maintenance releases and Patches for those products purchased on the applicable Order Form .
- b. **Knowledge Base:** Access to the ForgeRock extensive product support knowledge base via the Customer Support Portal.
- c. **24 x 7 Customer Community (ForgeRock NATION):** Continuous online access to ForgeRock’s community that includes information and resources such as forums, community events, self-service content, blogs.
- d. **Web and Email Support:** Access is available at any time through ForgeRock’s Customer Support Portal or by email to support@forgerock.com. Customer may submit and manage cases online at any time.
- e. **Phone Support:** Customer may access ForgeRock Support at any time via phone to submit or escalate a case. Case status and other information may be accessed on-line by Customer.
- f. **Authorized Support Contacts:** Authorized Support Contacts are named persons in Customer organization who are authorized to submit cases to ForgeRock Support and to work directly with ForgeRock support engineers. Only Authorized Support Contacts may submit cases as well as receive status information with respect to ForgeRock Support.

4. Service Level Commitments and Escalation

4.1. Service Level Commitments. ForgeRock will target to respond to service requests raised via on-line, web or phone based on the service priority of the incident as defined below and in accordance with the table below found in Section 4.3. Support SLA response times are calculated on Working Hours.

4.2. Escalation. If an Authorized Support Contact experiences issues with ForgeRock Support Services such as difficulty in raising support requests, exceeded Support SLA response times, or not receiving the level of expected support, then the Authorized Support Contact can escalate their issue via the ticket or phone and a ForgeRock representative will report back with a response and action plan (when appropriate) to address the Authorized Support Contact escalation points.

4.3. Priority Definitions.

Priority 1 / Urgent	Production system: application or critical feature / function is down, affecting all or large population of end users. No Workaround is available. This priority cannot be applied to sandbox/staging/development environments. Working hours are 24x7.
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Priority 2 / High	<p>Production system: a major feature or function is not working correctly and is blocking full use of the system, but other features are operational.</p> <p>Working hours are 24x7.</p> <p>Pre-production system: a major feature or function is not working correctly and could delay deployment or upgrade.</p> <p>Working hours are 24x7 for the Premium and Select tier and Business Hours for the Base tier.</p>
Priority 3 / Normal	<p>A minor issue is impacting usability of administration of the system, but a Workaround is available and major features / functions are working correctly.</p> <p>Working hours are Business Hours.</p>
Priority 4 / Low	Request for Enhancement (RFE). Working hours are Business Hours

5. **Customer cooperation:** Customer agrees to reasonably cooperate with ForgeRock in the diagnosis and resolution of outstanding technical issues processed hereunder. Including but not limited to making available reasonably skilled technical resources from Customer staff to assist in the resolution process.
6. **End of Support (EOS) & End of Life (EOL)** ForgeRock regularly releases updates to the ForgeRock platform and encourages all Customers to use the latest version.
 - 6.1. ForgeRock will provide maintenance releases and Patches for major and minor versions of the Software for two (2) years following the date of any subsequent major or minor version release (the "**Maintenance Support Period**").
 - 6.2. ForgeRock will provide the remaining Support Services described herein for major and minor versions for two (2) years following the date of the subsequent major version release (the "**Support Period**"). Subject to an additional Extended Limited Support fee, ForgeRock will provide Extend Support for up to two (2) additional years (the "**Extended Limited Support Period**"). During the Extended Limited Support Period, ForgeRock shall honor response time commitments and provide fixes and Patches solely for: (a) Priority 1 incidents of all types and (b) Priority 2 incidents related to data security (the "**Extended Support**"). Customer will not be entitled to general maintenance releases. All Support Services will cease four (4) years after any major version release date (the "**EOL Date**"). The EOL Date may not be extended by Customer's implementation of minor, maintenance, or patch releases and/or enhancements.
7. **Customer Success.** Customers in the Select and Premier support tiers will be assigned a Customer Success Account Manager ("**CSAM**") or Customer Success Outcomes Manager ("**CSOM**"), respectively. CSAMs and CSOMs (collectively, the "**CSxMs**") function as a management-level liaison and point of contact between Customer's organization and the different teams within ForgeRock.
 - 7.1. **CxSM Services.** CxSMs will provide the services set forth below. Specific details, including but not limited to timing, scheduling, and determining the number of specific meetings or sessions, are subject to Customer Support Level as well as the CSxM's reasonable discretion taking into account Customer's particular circumstances, Customer's reasonable requests, and any other relevant factors.
 - a. **Working sessions.** The CSxM will conduct working sessions intended to prepare Customer for a successful rollout of the ForgeRock platform, including an on-boarding call to introduce ForgeRock's support services and how to leverage the functionality contained within Backstage, the ForgeRock Customer Portal.
 - b. **Regular Pulse Check calls.** The CSxM will conduct regular pulse check calls to review topics Customer's nominated Success Connect Contacts want to discuss.
 - c. **Executive 360 Briefings.** The CSxM will conduct executive briefings, together with Customer's program stakeholders to review overall engagement, key strategic projects, and recommendations for path forward.
 - d. **Roadmap and Innovation Sessions.** The CSxM will schedule structured roadmap and innovation meetings, to discuss coming enhancements and identify relevant value to the customer for existing and future initiatives.
 - 7.2. **CSOM Only Services.** In addition to the services described above CSOMs will perform the following:

- a. Value Unlock Forum. The CSOM will schedule and deliver an annual value unlock forum session, with the goal of identifying additional value - in terms of additional or deeper use cases or benefits - that could be delivered by leveraging functionality included in the existing subscription.
 - b. Milestone and Alignment sessions. The CSOM will schedule and conduct structured meetings to support clear understanding of, and alignment to, business goals.
 - e. In Depth Regular Pulse Check Calls. CSOMs will conduct regular pulse check calls with an emphasis on Customer's Support ticket queue, training needs, go-live dates as well as any other topics Customer's nominated Success Connect Contacts want to discuss.
- 7.3. Availability.** The CSxM will be available Monday through Friday during regular business hours (or after hours if coordinated accordingly) as reasonable taking into account location and availability.
- 7.4. Coverage.** The CSxM will work directly with the Success Connect Contacts. The number of Success Connect Contacts is limited per the table above. Customer may request the participation of additional business units or Geographies at additional cost.
- 7.5. Exclusions from CSxM Responsibilities.** The following services are expressly excluded from the CSxM Services hereunder:
- a. Not a Technical Resource. CSxMs are not a technical resource and shall not work on Customer's technical issues, but they can interface with the support team to convey prioritization of Customer issues and/or escalation of open tickets.
 - b. No Project Management. CSxMs will not manage projects for Customer but can assist in providing recommendations to Customer as well as inform internal ForgeRock teams on Customer's project timelines.
 - c. Not a Support Contact. Customer's first point of escalation for platform issues shall be the ForgeRock ticketing system via Backstage and the appropriate regional support escalation number.